



Processing **Over 30,000 AP Transactions** Per Month For One Of The Largest **IT Services Solutions Companies In APAC**



The Client

The project was for a premier distribution and Information Technology (IT) services & solutions company. The company's principal activities included Cellular Phones and Computers/Micro-processor-based systems. It's segments include Hardware Products & Solutions, and Distribution. Before the implementation of PEARL, the client had a distributed resources and infra operations spread across 26 regional offices in India and 4 Asian countries. This 40 year old company is registered on BSE and is part of a large Business House of India.

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The Need

- Semi-Centralized cost intensive structure.
- Lack of standardization.
- Delayed payments to vendor suppliers.
- Lack of visibility to the management due to poor MIS framework.
- Project had to be implemented within 10 weeks and was to run simultaneously in the 15th week.
- Kick start PAN-India operation under Phase I, Integration of PEARL tool with ERP under Phase II, and expansion to MEA & Singapore under Phase III.



Our Solution

1. Introduction of Automation Technology in:



Vendor Portal



Workflow for approval and tracking of invoices



Integration of PEARL with ERP



E-way bill details tracking



SLAs & KPIs



System Controls

2. Centralized delivery for 30 locations in 3 Countries.

3. For agreed SOW, the client KRA was limited to performing governance of operations managed by Mynd SSC team.

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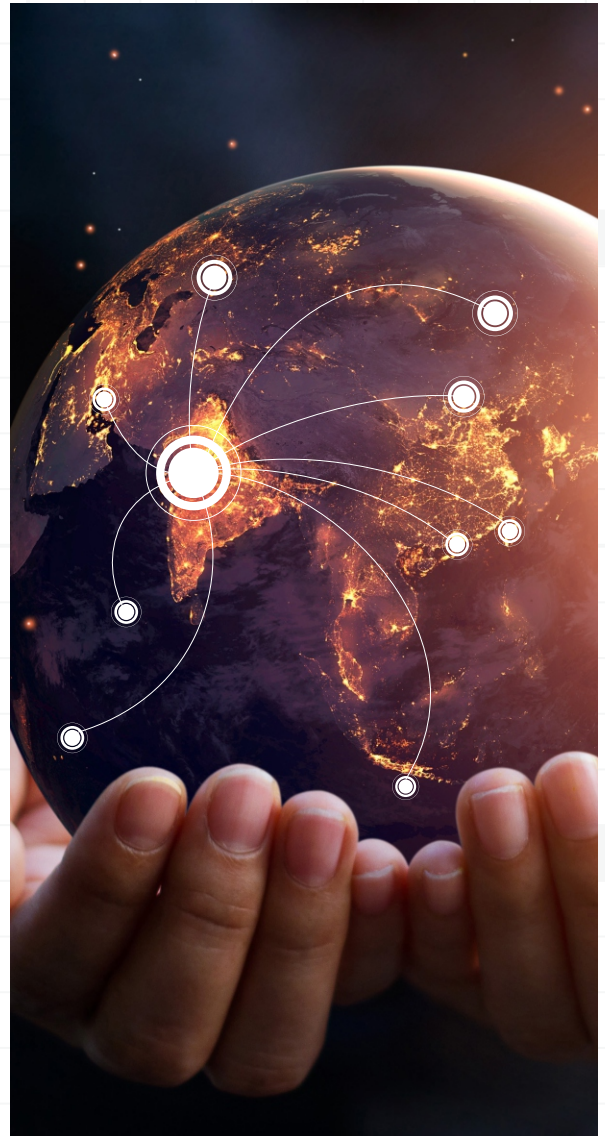
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The Mynd Solution

- Knowledge of African landscape with the help of local representatives in each country helped Mynd to navigate easily.
- Existing partner network supported in gathering multiple sources of information and validation.
- Single point of contact, multiple levels of validating and consolidating the seven countries' output, regular belt and braces exercise in legislation updates were the key deliverables.
- The Employee Self Service (ESS) portal was introduced to ease the accessibility for employees with ad hoc requests, along with a help desk that tracks the progress.
- Tactical project plan was implemented and periodical review was conducted until the countries went live. Regular updates to the relevant stakeholders kept them informed and confident of having chosen the right partner.
- Retro calculations were done for two parallel runs for each country.



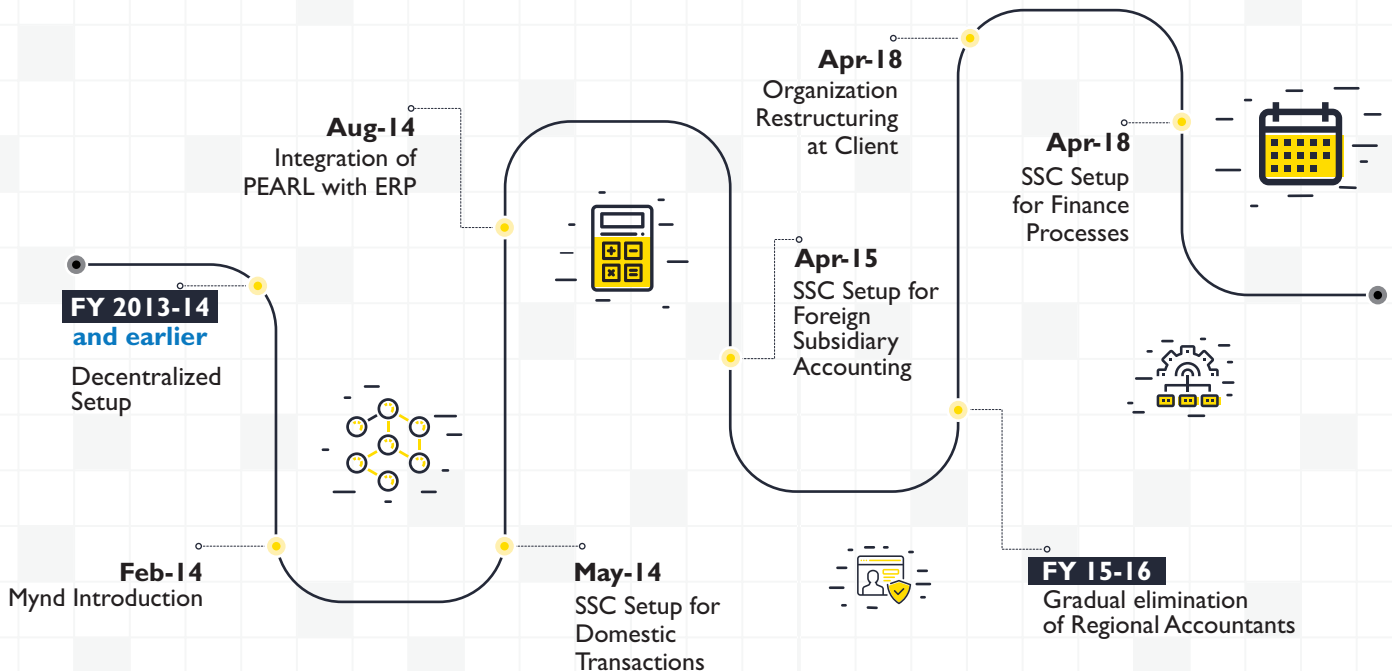
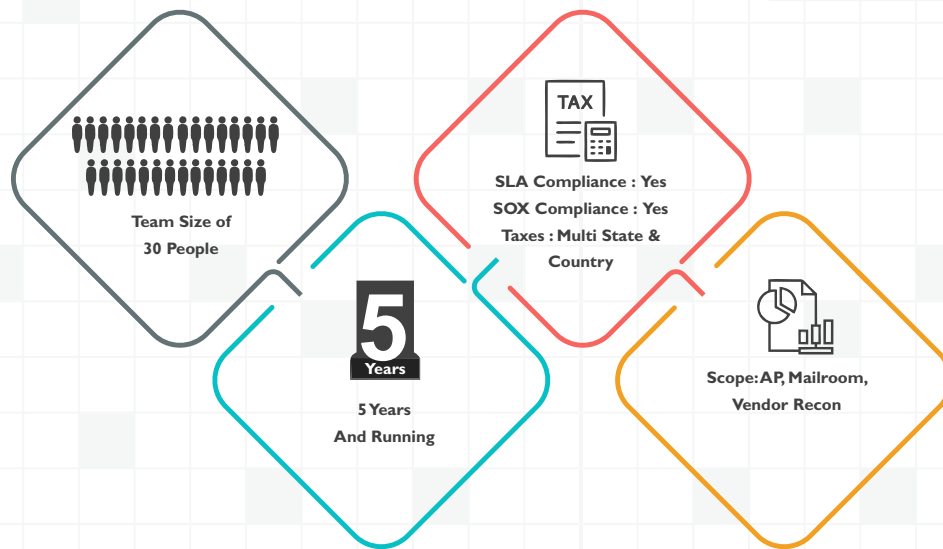
Benefits to the Client

- Cost savings at TCO level of 40% through consolidation, process fix & automation.
- Reduction of Regional Accounts Officer and related costs, including ERP licences.
- Reduction in invoice processing time by creation of e-library of invoices and implementation of online approval work flow.
- Fixed cost model turned into Variable cost model.
- Additional 10% savings in cost of operations achieved through static costing model.
- Processes Standardization.
- Vendors satisfaction by making timely payment.
- Project was started with Phase I Automation within agreed time-line of 15 weeks.
- At present, the Mynd team manages approx. 80 people SSC for the client, serving their APAC finance operations.

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Tech-Enabled Accounting & HR Solutions

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