



**\*ISG Provider Lens™**  
PROCUREMENT BPO AND  
TRANSFORMATION SERVICES



ISG Provider Lens  
PEAK MATRIX™ ASPIRANT  
FINANCE & ACCOUNTING OUTSOURCING



ISG Provider Lens  
PEAK MATRIX™ ASPIRANT  
PROCUREMENT OUTSOURCING

# Global Business Services

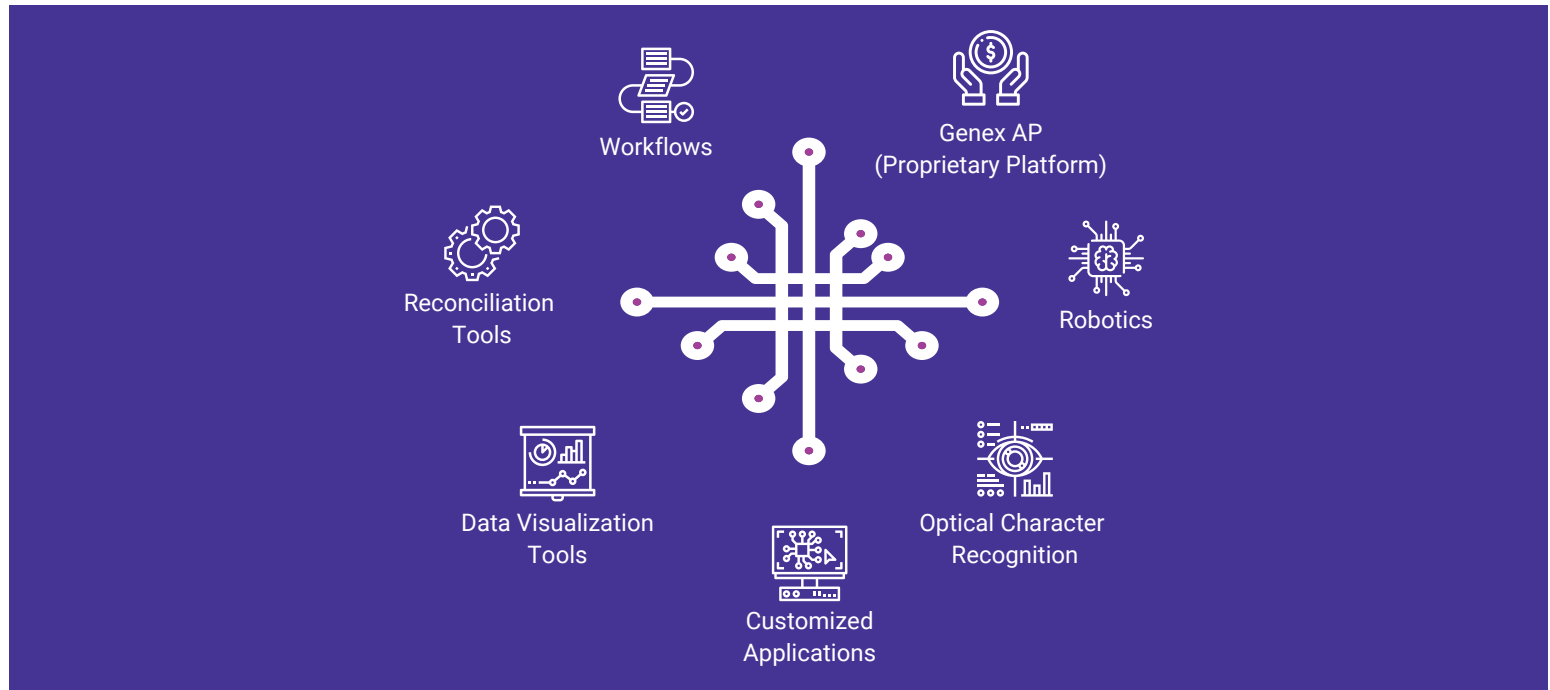
## Case Studies

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Nexdigm's Business Process Management (BPM) team is your partner in delivering innovation. Our best-in-class delivery frameworks ensure operational stability and improved profitability through reduction in direct costs and revenue spills. We improve outcomes by leveraging our global expertise in Program Management and Process Consulting, thereby giving our clients the flexibility to focus on their core competencies.

## Technology-driven Transformation and Automation



## Your one-stop Solution Partner



### Finance and Accounting

- ✓ Procure to Pay
- ✓ Order to Cash
- ✓ Record to Report
- ✓ Master Maintenance



### Contract Management

- ✓ Contract Lifecycle Management Setup
- ✓ Contract Authoring, Negotiation, and Execution
- ✓ Post-execution Support



### Customized Support

- ✓ Secondary Sales Data Management
- ✓ Customer Service
- ✓ Healthcare Compliances

# A Leading Aviation Company

Optimization and digitization of the accounts payable and cost recharge functions



## Services offered

Finance and Accounting

## Challenge

- **Bespoke contracts** with each client, catering to a variety of requirements including fleet management
- Managing exceptions for a fleet of **300+ aircrafts**
- **Non-standardized processes** due to rapid organic and inorganic growth over 10 years
- High monthly volumes:



**10,000+**  
Documents



**2,00,000+**  
fields/keystrokes



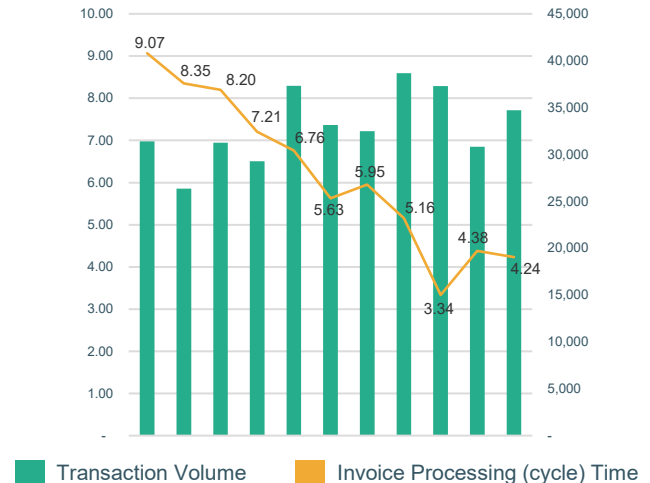
**40,000+**  
Transactions



**1,300+**  
Exceptions

## Impact

- Eliminated the need for **manual data entry** in the client's Accounts Payable function
- **Standardized** the processes employed across **five geographies** of operation
- Connected the transaction processing software directly to the Client's Enterprise application
- Enabled **100% invoice accuracy** for downstream processes, which was critical to the customer experience of client's the niche and high-profile customers



## Solution

The Nexdigim team defined an end-to-end, comprehensive solution, which included:

### Process Design and Optimization

- Evaluation of the existing process, which varied across entities and geographies
- **Process design** improvement, to enable standardization and optimization
- Design of the complex, **five-dimensional coding structure** for transaction processing, accounting for billing customization required by aircraft owners, across aircrafts, crew, movement, cost type, and exceptions
- Designed of a Document Management system on Microsoft SharePoint, enabling a standardized structure for:
  - Data retrieval
  - Approval and query management workflow

### Technology Implementation and Change Management

- End-to-end **project management** of the solution design and deployment , coordinating with internal and external stakeholders/vendors
- **User Acceptance Testing (UAT)** of the new software solution, to ensure seamless implementation for operational teams



## Case Highlights

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30% improvement in cycle time

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22% cost reduction in payables management

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100% invoice accuracy

# A US-based Home-exterior Manufacturer

Technology-based solution to centralize the accounts payable function



Consumer Durables

## Services offered

Finance and Accounting

## Challenge

- **Decentralized structure**, with 50 retail outlets following distinct, independently developed accounting processes
- **Manually intensive process**, without a central data repository, creating challenges to **data control, security, and reporting**
- **Duplication** of human resource **costs** and efforts across outlets
- **Budget constraints** on the transformation project, necessitating remote assessment and solution deployment

## Impact

- **80% cost reduction** in the Payables management process.
- **Remote implementation**, which helped carry out a speedy transition, reducing the timeline by **over 35%**.
- Managed and minimized operational disruption, by using a **multi-phased approach**.
- The **Document Management Solution** allowed:
  - Invoice storage and monitoring
  - Real-time status on pending invoices
  - Query management between the client and Nexdigm
  - Implementation of process controls

## Solution

Our solution design team, comprising of technology architects and accounting professionals (including CPAs) developed a comprehensive solution, spanning:

### Process Design

- Used remote knowledge-sharing sessions, to understand the client's customized ERP
- Identified accounting sub-processes that could be automated to build a transition plan
- Drafted a comprehensive process manual that minutely defined the process, to ease implementation and training

### Technology Deployment

- Worked with the finance and IT teams in the US to develop a document management system (DMS) on the client's existing license on MS SharePoint
- Linked the DMS with the ERP and implemented strict data security provisions
- Conduced User Acceptance Testing to eliminate process errors before the go-live

### Change Management

- Conducted training across the 50 retail outlets
- Provided support for complete deployment of the solution



## Case Highlights

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**80% cost reduction** in the Payables management process

---

Minimized disruption with multi-phased approach

---

**35% reduction** in transition timeline, using remote implementation



# A Fortune 50 Healthcare Multinational

## Contract pre-execution support



Healthcare

### Services offered

Contract Management

### Challenge

- **Decentralized processes** across geographies and businesses
- Usage of **non-uniform legacy processes** and systems, attributed to the client's organic and inorganic growth
- Non-standard contract templates and contract creation processes, causing significant **deviations from legal prescribed standards**
- **Long turnaround times** in executing low to medium risk, high volume contracts
- **High cost** of legal review/intervention in recurring contracts
- **Uneven contract volumes**, leading to uncertainty in resource requirements

### Impact

- **60% reduction** in average end-to-end contracting cycle time
- Significant reduction in time spent by the in-house legal team on routine issues, freeing their time and attention to focus on more complex matters
- Minimized commercial and legal risk from non-standard contractual terms
- Better **control and oversight**
- **Seamless support** to multiple business groups across geographies, time-zones and jurisdictions
- Enhanced user experience for client stakeholders
- Timely inputs provided to update playbooks and templates, which helped improve the overall contract management process

## Solution

- Developed a multi-geography solution for the **North American and EMEA regions**
- Set up an offshore delivery center in India with skilled attorneys to support contracting as per the client's time zone and jurisdiction
- Helped standardize contract templates and develop negotiation playbooks across businesses
- Created a process automation solution for error reduction in contract development
- Liaised extensively with internal and external stakeholders to drive change management

### Transition from person to process dependent model, with:

- Standardization of process flows and follow-up cycles
- Adaptable, trained contracting team.



## Case Highlights

Transition from person to process dependent model, using LEAN Six Sigma methodology along with process automation

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**60% reduction** in average end-to-end contracting cycle time

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**40% reduction in time spent by** the in-house legal team on routine contractual issues

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**25% time saving** in readying contracts

# An Australian Medical Devices Manufacturer

Order-to-cash process management for the Indian subsidiary of an Australian multinational



Healthcare

## Services offered

Customer Service, Function Management

## Challenge

- The **product development** process and industry is very responsive to customer needs, requiring **agile, specialized, and well-documented** customer support
- The competitive landscape necessitates a very **short order-to-delivery cycle-time, of 2 days**
- **Technical knowledge** required by support executives to address the specialized and fast-evolving product
- Existing **non-standard process** for customer service
- The client's **online sales platform** saw low utilization, with case conversions of ~60%, making the sales process **labor and cost intensive**

## Impact

- Improved customer satisfaction levels and after sales support
- **56%** reduction in cycle time from order placement to product dispatch
- **Online case conversion** increased from **~60% to ~90%**, significantly reducing manual intervention and process costs
- **Service accuracy** level at over **99%**
- Reduced supervision needs from the client's management team
- Structured process to enable scalability

## Solution

The team undertook rigorous product and technical training, and designed, optimized, and serviced the **Order-to-Cash process**. Our comprehensive process accounted for all the key impact factors: People, Processes, Technology, Customer, and Performance Indicators (KPIs).

The processes handled by Nexdigm's team included:

### Order Management and Fulfilment

- **Order verification:** Ensure authenticity, from the approved network of clinics and hospitals
- **Order placement:** from the Sales team, and via the online portal, calls, or emails from clinics or hospitals
- **Shipping and Fulfilment:** Coordinate with warehouse team, finance team, and sales manager, to ship orders within the same day

### Service, warranty, and after-sales support

- **Query management** over calls and emails, for clinics, sales teams, and patients
- On-site product **troubleshooting** to escalate defects, or return resolved items to customers

### Finance and accounting-related support

- Transition to **Online** Platform
- The team trained and motivated customers to redirect order placement to the online platform, resulting in a **30% increase** in usage.



## Case Highlights

Improved **customer satisfaction** levels

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56% reduction in fulfilment turnaround time

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30% increase in usage of online platform

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99% service accuracy

## Healthcare multinational in the APAC and ANZ regions

Set up and management of the Finance and Accounting (F&A) function post a divestiture



Healthcare

### Services offered

Finance and Accounting

### Challenge

- The finance and accounting process had so far been **managed centrally** by the parent company, and had to be **carved out** as an independent function
- The Transition Service Agreement mandated a **strict timeline** for the divestiture
- While under TSA, the **processes and ERP** could not be altered or optimized, making it **inefficient and expensive** for the client's business
- **Limited management bandwidth** in the finance function, necessitating **expert support** to ideate redesign and project manage the F&A process transition

### Impact

- Maintained **business continuity** through the divestiture, across geographies
- Managed the **set up and go-live** of the Shared Services center within **six months**
- Enabled an **early exit** from the **TSA**, resulting in significant cost savings for the function
- Transitioned Nexdigm's Shared Service set up into a **'knowledge owner'** for the client's operations
- **Reduced cost per transaction** by **~50%** over a period of 3 years
- Reduced **open items** by **~80%** through reconciliation and clean-up of legacy accounts
- Set up processes capable of handling **~60% additional volume** with minimal increase in headcount
- **Continued support** on every transformation project undertaken after the divestiture

## Solution

We devised a scalable model to support growth plans across **seven countries** – Australia, New Zealand, Singapore, India, Korea, Thailand, and Philippines

### Shared Services set up

- Created a **project plan** aligned with the phases of exit for each country
- **Process redesign and optimization**, to simplify the governing process and gain time and cost efficiency across geographies
- Defined service level agreements (**SLAs**), **turnaround** times (TAT), and **governance structure**
- Helped operationalize the Shared Services center within **six months**

### ERP transition for F&A processes

- Helped draft a Business Requirement Document, including country-specific legal requirements
- Conducted **database validation, data migration**, and additional data collection for customer and vendor masters
- Cleaned up the books of accounts by resolving legacy open items
- Conducted User Acceptance Testing (UAT) and supported Data Migration

### Ongoing process management

- Managed the day-to-day Finance and Accounting processes , adhering to SLAs and TATs
- Undertook **improvement initiatives** to improve delivery and quality standards
- Continual operational innovation over 5 years to manage evolving business requirements

### Process digitalization

- Digitized the Accounts Payable process using of workflows, Optical Character Recognition, and Rules Engine to enhance robustness and efficiency
- Deployed Reconciliation tools for doing complex reconciliations including Balance Sheet Account Reconciliations (BSAR)



## Case Highlights

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**~50% reduction in cost per transaction over 3 years**

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**80% reduction** in the open items in legacy accounts

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**~35% cost savings** realized in the F&A function

---

Enabled early exit from the TSA

# A Leading British Consumer Goods Manufacturer

## Receivables management and optimization



Consumer  
Goods

### Services offered

Accounts Receivables Management

### Challenge

- **Inaccurate historical data** and financial books, leading to a misrepresented receivables balance
- **People dependent and manually intensive process**, with multiple hand-offs, making it costly, with a high turnaround time
- High **resource attrition**, leading to high training costs and aggravated by lapses in knowledge transfers
- **Lack of pro-active, predictive mechanism** to prevent errors or payment delays. Due to this, errors were presented only when payments became overdue
- **Process inefficiencies**, including lack of follow ups even on lapse of credit period
- Unclear **ownership and accountability** structure

### Impact

- Reduced **historical outstanding** account balances by 92%, without any write-offs
- Reduced the **payment collection period** (DSO) by **40%** within the first 9 months of the project
- Enhanced **data** tracking, reporting, and control, at each step
- Improved **customer relations**, due to proactive communication and query resolution
- **Reduced data entry** errors in receipt posting and allocation
- Alignment of Cash Application method to **global standards**

## Solution

### Review and Reconciliation of historical data

- Main focus of the **first phase** of the project
- **Enhanced data hygiene**, liaised with the client's internal stakeholders as well as customers for dispute resolution

### Process Optimization

- **Redesigned and detailed a process**, to streamline execution and reduce costs
- Clearly designated performance indicators to ensure process adherence
- **Standardized processes** across customers, including payment timelines, invoice tracking and follow-up mechanisms
- Revised the **Cash Application process**, shifting from Partial method to Residual method, to enhance process efficiency and **align with global standards**

### Ongoing Support

- **Rigorous implementation** of the revised and optimized process, to realize the targeted efficiency and accuracy standards
- **Implementation of weekly reconciliation** of invoices with goods receipt notes (GRN) from end customers and Proof of Delivery (PoD) from Carrying and Forwarding Agents (CFAs)
- **Continual process improvement**
- Drove transformation using **robotics and excel automations** to improve efficiency and effectiveness
- **Continual communication** with end customers and CFAs, for prompt query and conflict resolution



## Case Highlights

**92% reduction** in historical outstanding account balances

---

**40% reduction** in collection period

---

Enhanced **data** tracking, reporting, and control



## An America-based software and security company

Tracking and managing all contractual obligations through the use of an AI-enabled platform



IT and ITes

### Services offered

Contract Management Services

### Challenge

- The Client had many **legacy contracts** and the information from these contracts was **not digitally available**. Therefore, obligations from the contracts were not readily available for review and pro-active **risk mitigation**.
- The Client **did not have visibility** of their **non-standard contracts** which caused significant deviations from their prescribed legal standards.
- Contracts, which included Outbound (**Sell-side agreements**) and Procurement (**Buy-side agreements**), were **not correctly categorized**.
- The Client wanted a **common central repository** for all contracts which could be accessed by relevant stakeholders while simultaneously providing **real-time visibility of contractual obligations** along with data analytics and reporting.

### Impact

- The entire project was completed within the stipulated timeline of **12 weeks**
- **50-55% time saved** in tracking obligations
- **49% savings** in the overall **project cost**
- Accurate **categorization** of the various types of contracts
- **Accurate and validated legacy data** for migration to the Contract Lifecycle Management (CLM) tool
- A **single repository** for all legacy contracts and active contracts
- Improved **tracking of contractual obligations**
- **Enhanced risk mitigation** due to pro-active contractual decision-making

## Solution

### Identification and Evaluation of AI-enabled platform

- We evaluated Artificial Intelligence (AI) based **contract abstraction platform tools and** suggested a highly accurate AI tool which **automated the extraction of key contract data**. This helped migrate legacy contract information data into the CLM tool.
- We conducted **rigorous testing and evaluation** of other accurate AI-enabled platforms which was completed within a span of 45 days.
- The AI-based tools were **evaluated on multiple criteria** including:
  - Data validation and clean up of legacy data
  - Tracking and reporting incorrect data during data validation
  - Standardizing legacy data for migration to the CLM tool
  - Searching and creating a clause library using bulk tagging
  - Automating reviews and abstracting key metadata
- Before implementing the platform, a **User Acceptance Test (UAT)** was performed to **measure the accuracy** of the platform's automated extracts.

### Implementation and Streamlining

- We **streamlined and implemented** a standardized process for contract reviews based on observations in the UAT. Streamlining and standardization was concluded within 30 days.
- After evaluation and testing, we recommended the use of the **most accurate AI tool** for the first level of review, which was **deployed as part of the process**.

### Quality Assurance

- The Nexdigm team, comprising of experienced and capable lawyers, acted as the second level reviewer to validate and clean up the extraction (obligations) for all legacy contracts
- We acted as the quality control team to ensure that all contractual information suggested by the AI tool was accurate and correctly captured.
- All exceptions were handled by the Nexdigm team manually.



## Case Highlights

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**49% cost-savings** for the overall project cost

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**50-55% time saved** in monitoring contractual obligations

---

Created a **single repository** with accurate and **validated data of active and legacy contracts**

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**Enhanced risk mitigation** with the help of real-time data facilitating decision-making



**Multidisciplinary Organization**



**Over 6 Decades of Experience**



**Global Partner**



**Technology Enabled Integrated Solutions**



**Nimble & Forward Thinking**



**Ideation to Implementation**



**Value based**



**Flexible**



**Onshore & Offshore**



**Advisory Project of the Year 2019 & 2017**  
by The Accountant & International Accounting Bulletin

Recognized as **Leading Tax & Transfer Pricing Firms**  
by International Tax Review

## Business Services

**Consulting, Operations & Implementation**

### BUSINESS PROCESS MANAGEMENT

Finance & Accounting Management  
Commercial Operations  
Contract Management  
Process Improvement  
Shared Services

### OPERATIONS & FINANCE TRANSFORMATION

Finance  
Supply Chain  
Intelligent Automation & Accelerated Analytics (ia<sup>3</sup>)

### STRATEGIC INITIATIVES

Mergers, Acquisitions, Divestitures & Restructuring  
Greenfield & Brownfield  
Program Management/Business Consulting  
Pre-Investment Advisory & Market Research

### TECHNOLOGY ADVISORY

Cyber Security & Data Privacy  
Technology Solutions  
Cloud Migration

## Professional Services

**Advisory, Compliance & Risk Management**

### ENTITY SET-UP & MANAGEMENT

Business Establishment  
Finance & Accounting  
Payroll, Administration & HR Compliance  
Corporate & Tax Compliance  
CFO Support & Finance Controller Services

### TAXATION

Direct Tax & Indirect Tax  
Transfer Pricing & International Tax  
M&A Tax & Regulatory Services

### ASSURANCE & RISK ADVISORY

Accounting Advisory  
Internal Audit & Process Reviews  
Technology Risk  
Forensics

### TRANSACTION ADVISORY

Transaction Support  
Due Diligence & Valuations  
Economic Analysis



*Think Next*

## About Nexdigm

Nexdigm is an employee-owned, privately held, independent global organization that helps companies across geographies meet the needs of a dynamic business environment. Our focus on problem-solving, supported by our multifunctional expertise enables us to provide customized solutions for our clients.

We provide integrated, digitally driven solutions encompassing Business and Professional Services, that help companies navigate challenges across all stages of their life-cycle. Through our direct operations in the USA, Poland, UAE, and India, we serve a diverse range of clients, spanning multinationals, listed companies, privately-owned companies, and family-owned businesses from over 50 countries.

Our multidisciplinary teams serve a wide range of industries, with a specific focus on healthcare, food processing, and banking and financial services. Over the last decade, we have built and leveraged capabilities across key global markets to provide transnational support to numerous clients.

From inception, our founders have propagated a culture that values professional standards and personalized service. An emphasis on collaboration and ethical conduct drives us to serve our clients with integrity while delivering high quality, innovative results. We act as partners to our clients, and take a proactive stance in understanding their needs and constraints, to provide integrated solutions. Quality at Nexdigm is of utmost importance, and we are ISO/IEC 27001 certified for information security and ISO 9001 certified for quality management.

We have been recognized over the years by global organizations, like the International Accounting Bulletin and Euro Money Publications, World Commerce and Contracting, Everest Group Peak Matrix® Assessment 2022, for Procurement Outsourcing (PO) and Finance and Accounting Outsourcing (FAO), ISG Provider Lens™ Quadrant 2023 for Procurement BPO and Transformation Services and Global Sourcing Association (GSA) UK.

Nexdigm resonates with our plunge into a new paradigm of business; it is our commitment to *Think Next*.

USA Canada Poland UAE India Hong Kong Japan

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