

Automating Excellence: Building a Unified Financial Platform for Seamless Service Delivery

Introduction

Our client introduced a system to bring in uniformity for financial processes across the Business Units. However, in absence of a supporting platform, a lot of activities were predominantly handled by BU SPOC's manually on excel sheets and emails.

Solutions Implemented

Here are the Solutions we implemented to achieve these results



**ServiceNow
Service Request
Management**



**Integration
with SAP.**



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CHALLENGES



Several challenges hinder the effectiveness of this system. Firstly, duplication of effort exists across employees, BU SPOCs, and the ABEX team, leading to wasted time and resources. Secondly, manual payment status requests burden both partners/vendors and BU SPOCs, creating an inefficient process. Finally, the current mail-based request system lacks performance visibility, making it difficult to understand workloads and identify areas for improvement. Addressing these interconnected challenges through a platform-based solution could streamline processes, reduce redundancy, and enhance transparency for all stakeholders.

SOLUTIONS



Input Zero implemented a unified catalog system across all business units, allowing employees and partners to directly request services without needing to go through individual business unit SPOCs. This streamlined process cuts out unnecessary bureaucracy and integrates with multiple systems, offering enhanced mobility and convenience for users.

BENEFITS



22,592

Users benefit from streamlined services

3500+

Requests raised in the first month post-Go-live indicating excellent user adaptation rate.

50+

Services are provided as catalog for end users, partners and vendors accommodating varying processes. Without the involvement of BU SPOC