

Increase the efficiency of finance operations in your Shared Service Center & improve relationships with suppliers

- Reduce operating costs by over 50% through increased process automation
- Improve supplier relationships for more favorable terms and service
- Improve process compliance while reducing the risk of fraud and payment errors
- Improve Service Level compliance by over 70% through advanced monitoring and analytics



The Challenges Faced by Finance Shared Service Centre

Finance Shared Service Centers are often supported by multiple technologies that vary in age, level of automation, integration, and usability. These inconsistencies create “automation gaps” that result in manual work, lack of business insight, lower quality user experience and potentially costly errors.

The Cost of Automation Gaps

A 2015 Deloitte insight report “The Robots are Coming” identifies process automation as the most important technology priority to shared service and Global Business Services leaders – more important than analytical software and cloud computing.¹ While many processes are automated in a shared service center, other processes are managed outside of ERP and Procure to Pay (P2P) solutions using spreadsheets, email and other manual methods. According to the leaders surveyed by Deloitte, these automation gaps are the primary area for improving productivity.

The Cost Of Poor Supplier Relationships

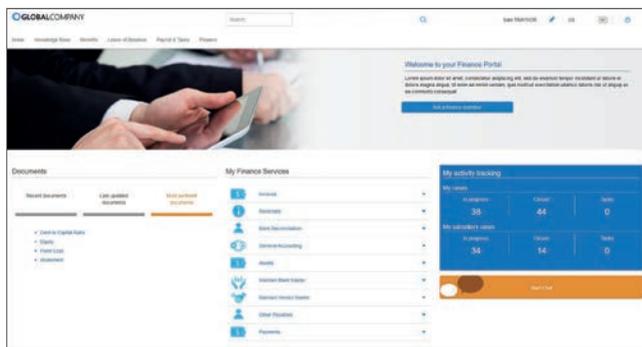
When a supplier doesn’t have convenient web or mobile tools to access the service center with issues or questions, they view the company as a difficult to do business with, and grant it a less-than-favorable status. This can have a negative impact on pricing, terms and service that it grants the service center’s organisation. A leading logistics index found that “Car manufacturers in the US could have earned \$2 billion extra profit by improving their relations with suppliers.”²

The Cost of Exceptions

A third major challenge is the cost of exceptions – invoices that can’t be paid because of missing or incorrect information such as PO, price or quantity discrepancies. Exceptions require manual interventions that cause delays, late payments, unhappy suppliers, and less visibility into working capital. According to SharedServicesLink, “for companies processing around 350,000 invoices annually, exceptions cause 32% of late payments, 36% of supplier phone calls and require 160,000 man hours a year across the enterprise to resolve them. This is equivalent to 79 full-time employees.”³

The Solution: Neocase Finance Power

Neocase Finance Power addresses these challenges and increases efficiency, productivity, and supplier relationships through an innovative suite of modules including a Supplier Portal, Finance Process Automation and a Finance Helpdesk.



Key Benefits of Neocase Finance Power

- Reduced operating costs by automating processes across finance domains including Procure to Pay, Order to Cash, Travel & Expense, and Vendor Management.
- Increased control and compliance through better exception management and reduced contract leakage.
- Improved supplier relationships by granting direct access through a Portal and Live Chat.
- Reduced financial waste through tighter control over payments and reduced errors.
- Improved insight to finance operations through dashboards and analytics.

Neocase Finance Power Modules

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Supplier Portal provides desktop and mobile access to the finance help desk through real-time LiveChat and delivers inquiry status, process smart forms, and the policy and procedure knowledge base.
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Finance Process Automation enables process automation through pre-delivered and configurable processes for P2P, O2C, supplier onboarding, travel & expenses and more. Facilitates electronic document management for invoices, P.O.'s and contracts.
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Finance Helpdesk is a Single Point of Contact for requests initiated by phone, CTI, Email Portal and LiveChat enabling Service Center agents to efficiently monitor, distribute and manage all requests and processes within the Service Center.

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Neocase Connect achieves integration with 3rd party ERP and P2P platforms for data exchange, end-to-end processes integration, screen integration and single-sign-on.
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SLA Management governs compliance with service levels and monitors process efficiency.
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Supplier Engagement Management for measuring supplier, buyer and employee satisfaction, and identifying initiatives for improvement.
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Analytics including dashboards and reports to monitor KPI's and identify opportunities to improve process efficiency, cost reduction and supplier engagement.
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Policy and Procedures Knowledge Base delivers relevant content to agents, suppliers, buyers and employees, without involving the service center.

¹ "The Robots are Coming," 2015 Deloitte LLP.

² "Poor supplier relationship management costs US automakers \$2 billion," Supply Management, May, 2015
See more at: <http://www.supplymanagement.com/news/2015/poor-supplier-relationship-management-costs-us-automakers-2-billion#sthash.kB06zbAl.dpuf>.

³ "What is the most effective way to reduce costs in accounts payable" SharedServicesLink, 2013.