

Business Process Optimization: 50% Higher Accurate Financial Reporting for a Leading Mobile Payments Company

Overview

Leading mobile payments and financial services company faced inefficiencies due to multiple customer records for a single merchant, leading to complex relationship management. With over 6 crore business partners and financial data captured outside SAP, high transaction volumes impacted system performance and created integration challenges.



Objective

The goal was to streamline customer and business partner management, integrate financial data into SAP, and automate key financial processes to enhance system efficiency.

Business Challenges

- **Complex Customer & Partner Management:** Multiple records for a single entity caused inconsistencies.
- **Lack of SAP Integration:** Financial data stored outside SAP led to inefficiencies.
- **High Transaction Volumes:** Performance issues due to massive data processing.
- **Manual Finance Processes:** Limited automation slowed reporting and reconciliation

The Solution

Services were mapped as divisions within the organization structure to streamline management. A structured customer code system was implemented with Parent/Child ID mapping, reducing redundancy. Business partner creation was standardized, integrating vendor roles for transactions. Key financial processes were automated, including document splitting, deferred revenue mechanisms, invoice processing, and finance reporting, ensuring seamless SAP integration and improved performance.

Value Delivered

The optimized SAP structure enabled the company to follow best practices, simplifying business lifecycle management. System performance improved with reduced data redundancies and better financial data integration. Automation enhanced efficiency in reporting and reconciliation, reducing manual effort and improving accuracy.

50%

Higher Accurate Financial Reporting via Automation, enhancing data accuracy

40%

Reduction in Data Redundancy by unifying customer records & streamlining operations

40%

Faster Financial Processing via Automation improving efficiency and data accuracy

Business Benefits



Optimized Financial Processes



Better Compliance & Risk Management



Scalable Business Operations



Seamless System Integration