

CASE STUDY

A Leading Biotech Company Streamlines P2P and OTC Processes

Introduction

A prominent biotechnology company based in the United States, known for its expertise in manufacturing synthetic DNA, faced significant challenges in managing its financial processes. Rapid growth since inception has led to a substantial increase in the complexity and volume of financial transactions handled by the company's Accounts Receivable (AR) and Accounts Payable (AP) teams.

The client strategically outsourced critical components of their Procure-to-Pay (P2P) and Order-to-Cash (OTC) processes to address these challenges. Nsight, with its expertise in SAP and financial process management, delivered a tailored solution that streamlined operations, enhanced efficiency, and ensured timely transaction tracking.

Project Objectives

The primary objective was to assist the client in managing their growing financial transaction volumes by outsourcing P2P and OTC processes.

Specific goals included:

- Ensuring timely tracking of financial transactions.
- Reducing manual intervention in AR and AP processes to improve efficiency.
- Leveraging SAP expertise to optimize existing workflows.

Challenges Faced by the Client

1. Rapid Growth and Increasing Complexity

With a rapidly expanding customer and vendor base globally, the client faced a significant increase in financial transaction volumes.

Both AR and AP teams were struggling to:

- Manage high transaction volumes effectively.
- Ensure timely payments to vendors and collections from customers.
- Maintain accuracy and compliance in financial records.

2. Lack of Automation in Financial Processes

The client's reliance on manual processes led to inefficiencies,

Including:

- Delayed tracking of financial transactions.
- Increased susceptibility to errors.
- High resource dependency and extended processing times.

3. Need for Scalability

The client required a solution that could:

- Scale with their growing business.
- Ensure timely and accurate processing of transactions.
- Leverage global time zones for operational efficiency.

Solution Offered by Nsight

Nsight provided a phased, strategic approach to streamlining the client's P2P and OTC processes. By leveraging its SAP and financial process management expertise, Nsight delivered an effective and economical solution.

Phase-Wise Transition

Phase 1: Accounts Receivable (AR)

Nsight's team began by taking over the AR process.

The transition included:

- Mapping existing workflows to identify inefficiencies.
- Developing and implementing optimized processes.
- Automating key components of the AR process using SAP.

The success of the AR transition encouraged the client to hand over their Accounts Payable (AP) process as well.

Phase 2: Accounts Payable (AP)

For the AP process, Nsight focused on ensuring:

- Timely payments to vendors.
- Accurate tracking and recording of financial transactions.
- Optimization of vendor management workflows.

SAP Expertise and Automation

1. Techno-Functional Team

Nsight quickly assembled a techno-functional team with expertise in accounting and SAP.

The team worked closely with the client to implement optimized financial processes, including:

- Integration of SAP tools for improved process management.
- Automation of repetitive manual tasks.

2. Process Automation in AR

Nsight developed automation solutions to handle key AR tasks, resulting in:

- Reduced manual intervention.
- Improved accuracy of financial data.
- Savings of over 40 man-hours per month.

The automation streamlined payment reminders, tracking, and overdue notifications, ensuring customers made payments within due dates.

Key Benefits of the Engagement

By leveraging Nsight's capabilities, the client experienced the following benefits:

1. On-Time Vendor Payments

- The optimized AP process ensured vendors were paid on time, improving vendor relationships and ensuring smooth supply chain operations.

2. Time Zone Advantage

- Leveraging Nsight's global delivery model, the client gained a significant advantage by recording and having financial transactions ready for review before office hours.

3. Timely Customer Payments

- AR automation enabled the client to send payment reminders promptly, reducing the risk of overdue payments and ensuring collections within due dates.

4. Enhanced Accuracy

- Automation reduced manual errors, improving the overall accuracy of financial processes and records.

5. Resource Optimization

- Savings of over 40 man-hours per month allowed the client to reallocate resources to more strategic initiatives.

How Nsight Delivered Value

1. Comprehensive Assessment

Nsight thoroughly analyzed the client's existing P2P and OTC processes.

This included:

- Understanding pain points through detailed interviews with stakeholders.
- Identifying inefficiencies and gaps in the existing workflows.

2. Tailored Solutions

Based on the assessment, Nsight developed customized solutions to address specific challenges, including process optimization and SAP integration.

3. Phased Implementation

The phased transition approach ensured a smooth handover of tasks, minimizing disruptions and enabling the client to see measurable benefits at each stage.

4. Continuous Improvement

Nsight's team worked collaboratively with the client to refine processes continuously, ensuring scalability and alignment with the client's growth trajectory.



Conclusion

This case study demonstrates how Nsight helped a leading biotech company overcome challenges in managing its P2P and OTC processes. By outsourcing financial processes and leveraging SAP expertise, Nsight delivered a tailored solution that improved efficiency, accuracy, and scalability.

The client was able to achieve:

- Timely payments to vendors.
- On-time collections from customers.
- Improved resource utilization and operational efficiency.

Nsight's innovative approach, backed by SAP expertise and automation, ensured a seamless transition and long-term benefits for the client.

Key Takeaways

1. Scalable Solutions:

Nsight's phased approach ensured the solution could scale with the client's growth.

2. Automation Impact:

Automating key processes reduced manual intervention and improved accuracy.

3. SAP Expertise:

Nsight's techno-functional team leveraged SAP tools to optimize financial processes.

4. Strategic Outsourcing:

The engagement allowed the client to focus on core business functions while Nsight managed critical financial processes.

Looking to streamline your financial processes? Contact Nsight today to transform your P2P and OTC workflows!

[Contact Us](#)

 marketing@nsight-inc.com

 4633 Old Ironside Drive Suite 306 Santa Clara, CA - 95054