

## CASE STUDY

# US-Based Paint Company Solidifies Its P2P and HR Processes Using NetSuite & ADP Workforce

### Introduction

A leading paint company in the United States, known for its extensive range of innovative paint products, faced significant challenges in managing its Procure-to-Pay (P2P) and Human Resources (HR) processes. To address these challenges, the company partnered with Nsight to streamline operations, enhance vendor and consultant management, and solidify their systems by leveraging NetSuite and ADP Workforce.

Nsight's tailored solution brought automation, integration, and process optimization, improving efficiency and consistent metrics.

### Project Objectives

The client aimed to strengthen their P2P and HR processes to ensure smoother operations and increased efficiency.

Specific goals included:

- Solidifying their systems to handle P2P and HR workflows better.
- Addressing issues related to Days Payable Outstanding (DPO) and vendor analytics.
- Enhancing vendor relationship management and resolving invoicing challenges.
- Streamlining consultant onboarding and offboarding.

### Challenges Faced by the Client

#### 1. Monitoring and Managing DPO

- The client wanted to track and maintain DPO metrics consistently.
- Robust analytics tools could have helped their ability to generate actionable insights for decision-making.

#### 2. Vendor Database Management

- Managing and tracking a growing vendor database became cumbersome.
- Vendor onboarding processes needed more consistent, leading to delays and inefficiencies.

#### 3. Invoicing Challenges

- Frequent invoicing issues arose between vendors and internal teams, causing delays in payment cycles.
- The lack of collaboration tools made it difficult to resolve disputes efficiently.

#### 4. Consultant Onboarding and Offboarding

- The HR process for onboarding and offboarding consultants needed more structure, leading to access provisioning and removal delays.
- No centralized tracking system was in place for consultant management.

#### 5. System Fragmentation

- Disparate systems and manual processes created inefficiencies and hindered scalability.
- The lack of integration between P2P and HR systems further compounded operational challenges.

### Solution Offered by Nsight

Nsight designed and implemented a comprehensive solution to address the client's challenges, leveraging NetSuite and ADP Workforce to optimize P2P and HR workflows.

#### 1. Process Support for P2P and HR

- Provided end-to-end process support, ensuring efficient management of P2P and HR activities.
- Introduced best practices to standardize workflows and eliminate redundancies.

#### 2. Vendor Relationship Management

- Established a streamlined vendor onboarding process.
- Enabled better tracking of vendor information, ensuring accurate and up-to-date records.

#### 3. Collaboration Tools

- Implemented a web-based Wiki and ticket management tool to improve documentation and enhance collaboration among internal teams.
- Facilitated faster resolution of invoicing disputes and vendor queries.

## 4. Automation and Integration

- Automated key aspects of vendor management and HR workflows, reducing manual intervention.
- Integrated NetSuite for P2P and ADP Workforce for HR, creating a seamless data flow across systems.

## Key Benefits of the Engagement

By leveraging Nsight's expertise, the client achieved the following outcomes:

### 1. Improved Vendor Onboarding and Tracking

- Standardized the vendor onboarding process, ensuring consistency and compliance.
- Enhanced vendor tracking capabilities with centralized databases and automated updates.

### 2. Better DPO Metrics

- Improved visibility into DPO metrics, allowing the client to maintain consistent and favorable results.
- Provided analytics tools for actionable insights, enabling better decision-making.

### 3. Enhanced Collaboration

- The web-based Wiki and ticket management system improved team collaboration, reducing delays in resolving issues.
- Streamlined communication between internal teams and vendors.

### 4. Efficient Consultant Management

- Implemented a robust process for consultant onboarding and offboarding, ensuring timely access provisioning and removal.
- Improved tracking of consultant activities, reducing administrative overhead.

### 5. Continuous Support

- Nsight's 24x5 support ensured uninterrupted operations and timely resolution of any issues.

### 6. Cost-Effective Solution

- Delivered a scalable and economical solution, reducing overall operational costs.

## Implementation Highlights

### 1. Understanding Existing Processes

Nsight conducted an in-depth assessment of the client's P2P and HR workflows to identify gaps and inefficiencies.

- Interviews with key stakeholders to gather insights into pain points.
- Analysis of existing systems, tools, and processes.

## 2. Customized Process Redesign

Based on the assessment, Nsight redesigned workflows to address key challenges:

- P2P Optimization: Automated invoice management and integrated vendor onboarding with NetSuite.
- HR Streamlining: Enhanced consultant management processes with ADP Workforce, ensuring smoother onboarding and offboarding.

### 3. Technology Integration

- Integrated NetSuite and ADP Workforce for seamless data flow between P2P and HR systems.
- Enabled real-time reporting and tracking for improved decision-making.

### 4. Phased Implementation

- Rolled out changes in phases to ensure minimal disruption to operations.
- Provided training to internal teams to adopt new tools and processes smoothly.

### 5. Continuous Monitoring and Support

- Established a robust support framework to address issues promptly.
- Conducted regular reviews to ensure processes remained aligned with business objectives.

## Results Achieved

The client experienced a significant transformation in their P2P and HR processes:

### 1. Streamlined Vendor Management

- Onboarding times were reduced by 30%, ensuring vendors could start transactions faster.
- A centralized database improved visibility into vendor information.

### 2. Optimized DPO

- Consistent DPO metrics were achieved, reducing financial risks.
- Analytics tools provided insights that supported strategic decision-making.

### 3. Increased Efficiency in HR Processes

- Consultant onboarding and offboarding times were cut by 25%, improving overall productivity.
- Timely access provisioning reduced downtime for new consultants.

### 4. Enhanced Collaboration and Issue Resolution

- Invoicing disputes were resolved 40% faster due to improved collaboration tools.
- Internal teams worked more cohesively, reducing bottlenecks in workflows.

### 5. Cost Savings

- Automation and process improvements reduced operational costs by 20%.
- The solution's scalability ensured the client could handle future growth without additional investments.

## Conclusion

The partnership with Nsight enabled the US-based paint company to overcome key challenges in their P2P and HR processes. By leveraging NetSuite and ADP Workforce, Nsight delivered a tailored solution that improved efficiency, reduced costs, and enhanced collaboration.

This case study highlights the importance of process optimization and technology integration in achieving operational excellence. Nsight's expertise in financial and HR process management ensured the client was well-positioned for continued growth and success.

## Key Takeaways

- **Integrated Solutions:** Combining NetSuite and ADP Workforce enabled seamless data flow between P2P and HR systems.
- **Automation Impact:** Automating vendor and consultant management processes reduced manual effort and improved accuracy.
- **Enhanced Metrics:** Better tracking and analytics tools ensured consistent DPO metrics and improved decision-making.
- **Collaboration Tools:** A web-based Wiki and ticket management system streamlined issue resolution and team communication.

**Looking to streamline your P2P and HR processes? Contact Nsight today to transform your operations!**

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