

Case Study

Accounts payable and travel & expense management for a pharma major

How a pharma major improved its response time and user experience by automating its Finance and Administration activities



Business Situation

The customer is a UK-based pharma major who wanted to automate its Finance and Administration. The customer wanted an effective mechanism to manage its Accounts Payable, Travel & Expense Management, and Case Tracker across multiple roles, teams and geographies.

Mahindra Satyam Solution

Mahindra Satyam offered a solution that involved generic design of common components across all three processes. Key solution highlights included: iterative development methodology, configurable design components, and conference room pilot sessions with customer during development phase. The challenge was to:

- Integrate and consolidate all ISG services in one central place
- Provide an environment for service providers where they can manage their services, change order status and take different usage reports
- Provide one work space for end-users where they can browse, navigate, search, order these services
- Generate various reports, alerts and charts for management to measure each service performance, usage and reduce lead times
- Set up right environment and direction to manage and improve business processes

Benefits

- Reduced processing cycle time across all processes
- Improved response times
- Efficient user experience
- Automation of complex task allocation
- End-to-end process visibility