newgen

$1.6 M
Cost Savings

Global Pharmaceutical Firm Transforms its
Accounts Payable Process with Newgen

Accelerates on-time payments with $1.6 Million cost savings and boosts employee productivity significantly.

Our client, a prominent multinational pharmaceutical corporation operating across 100 countries, embarked on a transformative journey to revamp its accounts payable (AP) system. Facing a multitude of challenges in the existing system, this pharmaceutical company sought to overcome inefficiencies, delays, and improve audit processes to enhance productivity and maintain cost-effectiveness.

Customer Pain Points

The client initiated an extensive study and strategy in collaboration with Newgen, emphasizing the following pain points to orchestrate an end-to-end automated accounts payable transaction.

Manual Data Entry Woes:

The client grappled with extensive manual data entry requirements across multiple business systems, including ERPs, e-approval platforms, and customer portals. This resulted in redundant work, causing delays in invoice processing and subsequent vendor payments

Payment Tracking and Vendor Communication:

The existing system lacked the tools for payment follow-ups and a structured framework to track the status of vendor invoices. This hindered timely communication with suppliers

Performance Metrics and KPI Management:

Client lacked a system for monitoring and reporting to manage key performance indicators (KPIs) and performance-based incentives, crucial for streamlining operations and enhancing efficiency

Audit Process Complexity:

Manual audit cycles were error-prone and time-consuming, impeding timely and compliant audits. The need for an improved system to expedite audits was urgent

Rising Costs:

All of these factors led to an increase in the cost per invoice and the cost per employee, creating financial strain and hampering competitiveness

What is a regular Industry Approach to these pain points?

Numerous software tools are tailored to streamline and simplify the invoice handling process. These solutions place a particular emphasis on key aspects of invoice processing, encompassing tasks like data extraction, validation, and approval workflows. By implementing these purpose-built solutions, organizations can markedly diminish manual labor, thus elevating operational efficiency, mitigating errors, and ensuring compliance. Nonetheless, the constraints concerning scalability, adaptability across a spectrum of processes, integration with diverse third-party systems, and the need for standardization underscore the necessity for a more comprehensive solution.

Transformation Steps taken by Newgen

01 Automation and Digitalization

Newgen introduced its end-to-end automation platform, streamlining the cumbersome manual data entry processes. This automation also extended to ERPs, e-approval systems, and customer portals, reducing duplication of work.

02 KPI Monitoring and Reporting

We integrated a comprehensive monitoring and reporting framework to manage KPIs and performance-based incentives effectively, optimizing workforce productivity.

04 Streamlined Audit Cycles

Our platform helped in implementing automated audit cycles that expedited the auditing process, minimizing errors and ensuring compliance with regulations.

03 Payment Tracking and Communication:

Newgen introduced its end-to-end automation platform, streamlining the cumbersome manual data entry processes. This automation also extended to ERPs, e-approval systems, and customer portals, reducing duplication of work.

Results:

Enhanced Efficiency:

Automation significantly reduced manual data entry and duplication of work, streamlining the AP process and accelerating invoice processing.

Improved Vendor Relations:

Timely communication and transparent payment tracking tools bolstered vendor relationships, ensuring a reliable supply chain.

Data-Driven Decision-Making:

KPI monitoring and reporting empowered the client with real-time insights for informed decision-making, enhancing operational efficiency.

Expedited Audits:

Automated audit cycles reduced errors and expedited the auditing process, promoting compliance and minimizing operational disruptions.

Cost Savings:

By reducing manual efforts, our client lowered the cost per invoice and cost per employee, enhancing financial efficiency.

Conclusion

The transformation of our clients' accounts payable system was a resounding success, bringing efficiency, transparency, and cost-effectiveness to their operations. The organization's commitment to embracing automation, improved communication, and data-driven decision-making positioned them for sustained excellence in the pharmaceutical industry, ensuring they remained a global leader.