

A man and a woman are working together on a laptop in an office setting. The woman, with red hair tied back, is wearing a blue plaid shirt and is typing on the laptop. The man, with short brown hair and a beard, is wearing a red and black plaid shirt and is looking at the laptop screen. The background is a blurred office environment with other people and desks. The text is overlaid on the left side of the image.

HEXAWARE

Centralizing and Transforming Finance Operations: Building a Global Capability Center (GCC)

Streamlining processes, driving efficiency, and
delivering business impact for a European print leader

Case study

Client

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- Challenge
- Solution
- Benefits
- Summary

Our client is a leading European print technology and solutions provider, specializing in innovative printing and document management services tailored to diverse industry needs. They operate across countries, driving seamless business operations and customer success.



Challenge

Client

Challenge

Solution

Benefits

Summary

The client faced several operational challenges in their finance function:

- Finance processes were scattered across 12 European countries, causing inefficiencies and delays.
- SAP S/4HANA integration with the new finance shared services center posed significant challenges in ensuring a smooth and efficient transition.
- Limited visibility into the future state with SAP S/4HANA and the benefits while also managing incremental changes added complexity.
- The need to support 12 European languages further complicated operations.



Solution

Client

Challenge

Solution

Benefits

Summary

Hexaware implemented a Finance Global Capability Center (GCC) to transform the client's finance operations through the following initiatives:

- **Shared Services/GBS:** Centralized finance operations for 12 European countries; aligned with SAP S/4 HANA Go Live for seamless integration.
- **Multilingual Right-shore Delivery:** Providing multilingual support (German, French, Italian, Spanish, Nordic languages) for finance and sales, and admin services from the Mumbai delivery center; AI-powered translation solutions ensured language consistency across operations.
- **Future State Mapping:** Developed SAP S/4HANA future state roadmaps and committed to achieving productivity enhancements it could deliver.
- **Automation and Productivity Tools:**
 - Leveraged SAP S/4 HANA best practices and optimizations available and deployed Esker AP tool.
 - Implemented multiple RPA use cases across sales operations and management reporting.
- **Centralized Monitoring and Management:** Established Key process / business measures to track metrics and drive improvements.



Benefits

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Challenge

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Benefits

Summary

This transformation engagement led to measurable business outcomes for the client:

- **Cost Savings:** Achieved a 75% reduction in total cost of ownership (TCO) for finance operations.
- **Enhanced Efficiency:** Reduced manual effort by 40%, freeing up resources for higher-value tasks.
- **Faster Financial Close:** Automation and load balancing reduced the financial close process by 38%, enabling quicker reporting and decision-making.
- **Improved Accuracy:** Achieved significant first-time accuracy in balance sheet reconciliations, ensuring robust compliance.
- **Reduced Bad Debt:** Significantly minimized past-due accounts and bad debt by transitioning numerous customers to direct debit payments.
- **Seamless Multilingual Delivery:** Delivered consistent finance services across 12 European languages, enhancing communication and process accuracy using AI-driven solutions.



Summary

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| **Summary**

Hexaware partnered with a leading European print technology and solutions provider to centralize and reimagine their finance operations across 12 countries through a Finance Global Capability Center (GCC). Leveraging SAP S/4 HANA best practices, AI-led multilingual support, and advanced automation tools like Esker AP and RPA, we enabled seamless financial workflows. This transformation achieved measurable benefits, including a 75% reduction in TCO, 40% reduction in manual efforts, and accelerated financial close by 38%, setting new standards in operational efficiency and scalability.



About Hexaware

Hexaware is a global technology and business process services company. Every day, Hexawarians wake up with a singular purpose: to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate.

With offices across the world, we empower enterprises to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

Learn more about Hexaware at www.hexaware.com.

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