

A man and a woman in business attire are working at a desk. The woman, on the left, is wearing glasses and a dark sleeveless top, looking down at a tablet. The man, on the right, is wearing a dark suit and tie, also looking at the tablet. They are sitting at a white desk with a laptop, a mouse, and some papers. A small potted plant is on the desk. The background is a bright, modern office space.

HEXAWARE

Optimizing the Automated Reconciliation Process for a Professional Services Firm

Driving efficiency and accuracy with RPA and streamlined workflows

Case study

Client

- | Client
- Challenge
- Solution
- Benefits
- Summary

Our client is a leading tax, audit, and accounting firm with a 50,000+ workforce and a global presence in more than 135 countries.



Challenge

Client

Challenge

Solution

Benefits

Summary

The client faced significant inefficiencies in their financial reconciliation process, including:

- Reconciliation involved validating large volumes of forms with multiple line items manually, leading to errors and delays
- High average handling times (AHT) were caused by redundant manual checks
- Errors in vendor payments resulted in financial mismanagement and rework
- Maintaining historical data for audits and future references was increasingly difficult



Solution

- Client
- Challenge
- Solution**
- Benefits
- Summary

Hexaware implemented an intelligent process automation framework tailored to transform the client’s asset reconciliation process and address inefficiencies.

Engagement Scope:

- **Support for 50 Bots:** Spanning taxation, advisory, client servicing, onboarding, and tax estimation processes.
- **Prioritized Rollout:** Transitioned the first 8 bots within two weeks, followed by 5 bots per quarter in the first year.
- **Real-time Monitoring:** Leveraged an AA (Automation Anywhere) control room integrated with BMC Remedy, a tool for bot incident management.
- **Scalable Support:** Provided L1, L2, and L3 support in an 8x5 model, ramping up to an 18x5 model based on requirements.

Solution Highlights:

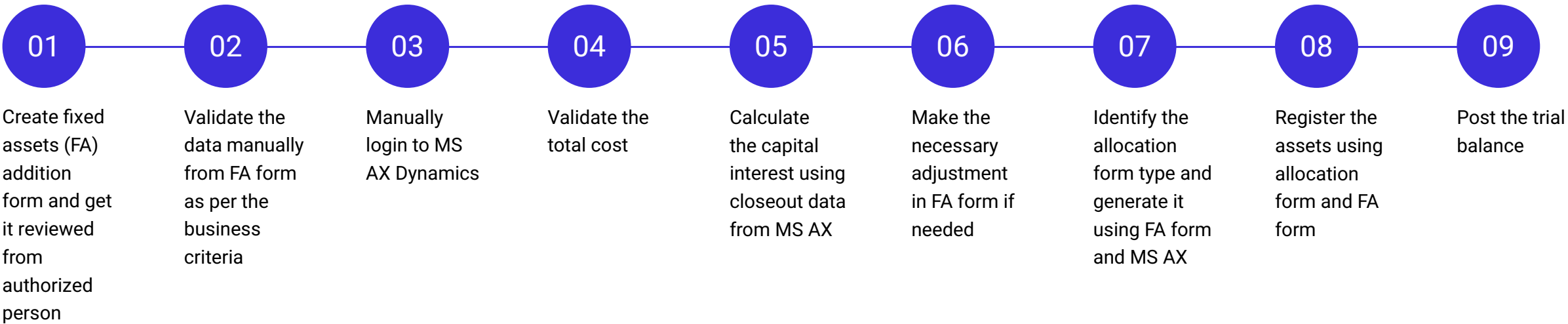
- **Trigger Automation:** Dedicated virtual machines (VMs) automatically initiated processes upon receiving input.
- **Robotic Process Automation (RPA):** Bots validated, reconciled, and processed fixed asset (FA) data with precision.
 - **Bot 1:** Validated input data, performed process checks, and created forms.
 - **Bot 2:** Completed entries, generated screenshots, created PDFs, and sent updates to end users.
- **Seamless Data Integration:** Integrated data from user Excel forms to Microsoft Dynamics AX for validation, allocation, and registration of assets.
- **End-to-End Automation:** Automated reporting and ensured real-time data validation to eliminate errors.



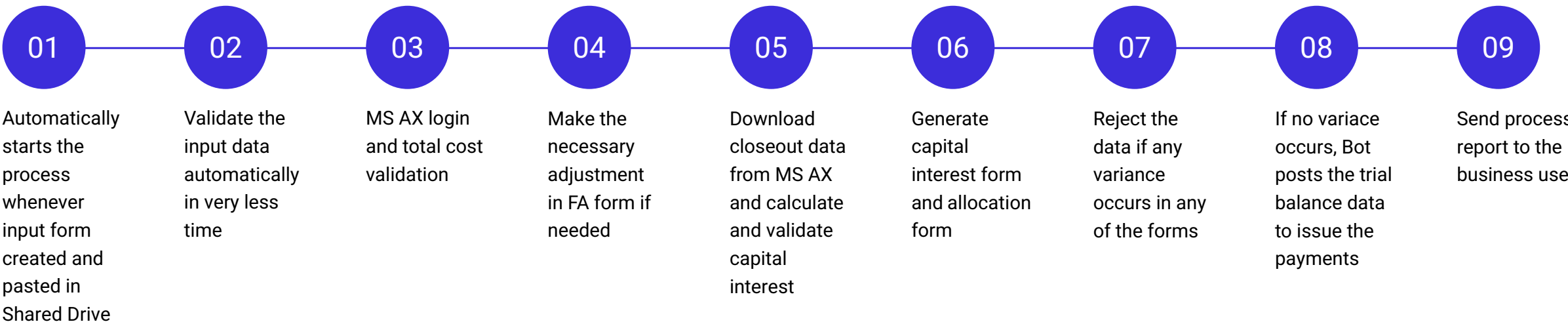
Solution (contd.)

- Client
- Challenge
- Solution**
- Benefits
- Summary

Pre-Automation Scenario



Post-Automation Scenario



Benefits

Client

Challenge

Solution

Benefits

Summary

The automated reconciliation solution delivered significant results, transforming financial operations through process improvements:

- **Time Savings:** Over 3,500 human hours saved annually.
- **Improved Accuracy:** Reduced errors in reconciliation, minimizing financial risks.
- **Process Efficiency:** Enabled seamless handling of peak periods and reduced manual intervention.
- **Enhanced Reporting:** Automated reporting provided real-time insights for faster decision-making.
- **Cost Reduction:** Streamlined processes reduced operational costs while ensuring scalability.



Summary

- Client
- Challenge
- Solution
- Benefits

| Summary

Hexaware reimagined the asset reconciliation process for a global professional services firm using intelligent process automation. By automating validation, allocation, and reporting workflows, our approach saved over three thousand hours annually, enhanced accuracy, and streamlined operations across 135 countries. This transformation empowered the firm to handle peak workloads seamlessly, improve financial decision-making, and scale processes globally with confidence.



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.

Get in touch