



## CASE STUDY - MCMS\*

### AP Solution

### Media Company leverages Propart's Finance & Accounting Services

#### VALUE DELIVERED

- Dedicated Professional Team
- Managed Workflows
- ISO ready processes
- Offshore Processing with On Site Comfort
- Cost Effective Solutions
- Easy document management system
- Excellent Facilities

A leading media company\* was facing the challenge of focusing on strategic expansion plans vs. managing internal processes.

The management acknowledged that split attention hurts decision quality, which translates to loss of opportunity to add strength to the bottom line. A policy decision was taken to stay focused on core activities and outsource non core activities to carefully chosen service providers with functional expertise.

The management identified that many of the accounting and payroll functions were not directly related to their core business. A search was launched to identify a service provider that specializes in providing these services that would result in a higher quality, more flexible operation at a lower cost and risk than internal options.

*Enter Propart...*

A detailed analysis of the Company's internal accounting brought up startling issues. The need was for a breakthrough solution.



**Process Partner**

**Propart** proposed one.

**Propart** agreed to take over the accounting function *in a phased manner* starting with Accounts Payable - a critical function.

The work was successfully transitioned offshore within a record time of 15 days. This involved:

- mapping the Company's existing process
- streamlining the process
- training the offshore processing team in the company's processes
- sensitizing them to Company's requirements
- framing standard practices relating to processes, workflow, communication and query handling
- customizing quality standards to Company requirements
- developing transparent performance reporting system

The Company could realized the benefits very soon:

- **Direct costs were lower (by 40%)**
- **On time performance improved (100% within 45 days)**
- **Error rates declined (to near zero)**
- **During the contract of over 6 years 600000 txns were processed**

The coordination was excellent with the Company having to nominate only one senior manager.

The Company is now busy shrinking the schedule of transfer of balance accounting functions to Propart. At operational level, a program for enhancing quality to the sixth sigma level is on.

The Company discovered that "back office operations could be as exciting as strategic expansion plans provided the right guys do it!"

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*\* Due to the Non Disclosure Agreements we have signed with our client, the identity of the client cannot be revealed. However all other facts of the case are true.*

