



Deloitte Ascend™ in Action

Getting to the bottom of recurring batch processing failures

The Challenge

At this multinational beverage maker, the invoice accounting system automatically processed sales orders as part of its month-end close process. Every month, batches failed to process for a variety of reasons, preventing the accounting document from being posted.

Users addressed these failures by posting the accounting document manually. But the manual entries were prone to error, prompting more service request tickets for the support team to deal with and jeopardizing the company's ability to carry out a timely close

The Solution

To find out what was going on, we first uploaded raw data from a large batch of billing document incidents to the Ascend incident management module. Then we used the Ascend problem insights module to analyze the data and highlight the problem areas.

It turned out that a handful of errors were causing a disproportionate share of posting failures. The errors kept happening in part because the team members working on order-to-cash support were addressing tickets individually without realizing they were part of an ongoing pattern. Once we knew what the underlying problems were, we were able to address them once and for all.

The Impact

By identifying and tackling the root cause of ongoing invoice posting failure, we enabled our client to realize benefits in the following business areas:

User experience. Collectively, users save about 200 hours a year from no longer having to manually post invoices.

Revenue. The company has greater ability to close its invoices and record the revenue in a timely manner.

Cost reduction. A smoother month-end close can save nearly 200 accounting hours a year, on top of roughly 300 application support hours.

Ticket reduction. Overall ticket count is expected to decline about 8% month over month



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