



A leading telecommunications company in KSA collaborates with Protiviti to automate its finance accruals process utilizing Microsoft Power Platforms.

Keys to Success:



Change requested

Automating the accruals process by eliminating tedious Excel tasks and provides an efficient mechanism to collect and follow up on accruals data from approximately 13 departments.



Change Envisioned

A solution that reduces the accruals process time from 22 days per month to significantly fewer days, while streamlining the collection and consolidation of department data related to accruals.



Change Delivered

A custom application was developed using a combination of Microsoft Power Apps and Power Automate (Desktop and Cloud). This application offers a user interface for the finance team to initiate and monitor the process, while allowing other department users to provide inputs, reducing the turnaround time by 8 days. Additionally, Power BI dashboards have replaced the monthly Excel reports.

The automation and digital transformation of finance processes have yielded significant benefits for organizations, including reduced processing times, increased accuracy, improved employee morale, and numerous other advantages. Implementing end-to-end workflow automation has enhanced team collaboration, particularly by leveraging the capabilities of Microsoft Power Platforms to create a comprehensive ecosystem of solutions.

A prime candidate for this comprehensive transformation is the finance accruals process. This process engages multiple stakeholders from various departments, requiring collaboration to achieve the desired monthly outcomes.

CLIENT STORY

Protiviti collaborated with a leading telecommunications company to overhaul their Finance Accruals process. Prior to the transformation, the process was cumbersome and fraught with several challenges:



Highly time-consuming, requiring approximately 22 days each month to complete.



Finance team was required to conduct numerous follow-ups with other departments to gather accrual data related to their projects.



Excel-based tasks were prone to errors due to excessive manual workings.



Reports produced were not easy to interpret or get direct business insights.



Key-man risk, where the process relied on the availability of specific employees to be carried out.

Solution Highlights

Once the challenges were identified and technology agreed upon, Protiviti worked with the client's SMEs to design and optimize the envisioned solution for the Finance Accruals process. Some of the highlights of the solution are:

After identifying the challenges and selecting the appropriate technology, Protiviti collaborated with the client's subject matter experts (SMEs) to design and refine the proposed solution for the finance accruals process. Key features of the solution include:



A combination of Power Apps, Power Automate (Desktop and Cloud) and Power BI



The Power Apps user interface (UI) is tailored for business users based on their department, ensuring that data access is restricted to relevant departments only.



The solution leverages SharePoint as the database, using SharePoint lists and document libraries to deliver real-time data to the application and associated flows.



Departments get automated reminders to update accruals data and can do this from the Power Apps UI.



Desktop flows update the Power BI data sources to present updated dashboards.

A key challenge for the finance team was having to continuously follow up with business users to give feedback on accrual of projects. Follow-ups were done on email or phone calls, and this was greatly contributing to the long turn-around-time of the process.

Benefits



Automated workflows have significantly decreased the workload for the finance team in managing the accrual process.



Minimized use of Excel reduces the likelihood of errors.



Automated reminders ensure timely submission of accrual data by departmental users.



Dashboards provide both summary and detailed views of accruals, allowing the Finance team to track key metrics effectively.



Increased employee involvement in tasks that add more value.



Implementation of role-based access control to departmental project data.



Reduction of key-man risk by enabling any user with proper access to initiate the process, even if they lack expertise in accruals.

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