

CASE STUDY

MIDDLE EASTERN SHARED SERVICES ORGANIZATION TRANSFORMS FINANCE OPERATIONS

A large Middle Eastern conglomerate operating across multiple industries relied on a centralized Shared Services Organization (SSO) to manage finance operations, including Accounts Payable (AP) and Accounts Receivable (AR). With rapid business expansion and increasing transaction volumes, the SSO faced challenges in scaling operations without adding significant headcount. Invoice bottlenecks, delayed collections, and uneven workload distribution were straining both efficiency and employee capacity.

The leadership team implemented mindzie process intelligence to uncover inefficiencies, standardize processes across business units, and identify opportunities for automation that would allow the SSO to scale effectively.

Executive Summary

Faced with rapid growth across multiple subsidiaries, the Shared Services Organization (SSO) needed to scale its finance operations without adding significant headcount. Leadership lacked transparency into AP and AR performance, resulting in delays, rework, and missed SLAs that strained cash flow and increased employee workload. The team implemented mindzie process intelligence to gain an end-to-end view of finance operations, pinpoint inefficiencies, and highlight opportunities for system changes and automation.

With mindzie, the SSO uncovered bottlenecks in invoice approvals and collections, identified recurring sources of rework, and monitored SLA compliance in real-time. More importantly, analytics revealed where ERP configurations and repetitive tasks could be streamlined, allowing employees to handle more transactions without increasing workload stress. The result was faster cycle times, higher compliance, and a scalable finance function capable of supporting ongoing business growth.

Quantified Results

- **25% Reduction in AP invoice cycle time**
- **23% Faster AR collections cycle**
- **20% Improvement in SLA compliance**
- **18% Increase in employee workload capacity without additional headcount**



“mindzie not only showed us where processes broke down, but also where system changes and automation would unlock more capacity. We can now manage higher volumes with the same team, and our finance operations are more scalable than ever.”

– Head of Shared Services

Business Challenge

The SSO faced persistent challenges as transaction volumes grew:

- AP Bottlenecks – Invoices from multiple subsidiaries were delayed due to inconsistent approval paths and manual validation requirements.
- AR Inefficiencies – Collections follow-up was inconsistent, leading to high aging balances and missed SLA commitments.
- Employee Workload Pressure – Staff were spending too much time on repetitive corrections and manual tasks, limiting their ability to handle growing volumes.
- Limited Visibility Across Subsidiaries – Finance leadership struggled to benchmark performance and identify systemic issues across diverse business units.

OPERATIONAL HIGHLIGHTS

Metric	Pre-mindzie	Post-mindzie	YoY Delta
AP Cycle Time	16 days	12 days	-25%
AR Collections Cycle	26 Days	20 Days	-23%
Invoice Rework	19%	13%	-32%
SLA Compliance	68%	82%	20%
Employee Workload Capacity	Baseline	18%	18%

Why It Worked

- **Cross-Subsidiary Visibility** – mindzie provided a unified view of AP and AR processes, enabling comparisons and standardization across business units.
- **System Change Recommendations** – Analytics pinpointed where ERP configurations could be updated to eliminate redundant steps.
- **Automation Opportunities** – Identified repetitive approval tasks and manual rework suitable for automation, reducing time spent on low-value activities.
- **Workload Optimization** – By redistributing tasks based on real-time monitoring, the SSO increased each employee's ability to handle higher transaction volumes.

Conclusion

By adopting mindzie process intelligence, the Middle Eastern SSO transformed its finance operations into a scalable, efficient backbone for the organization. With faster cycle times, fewer errors, and increased employee capacity, the company achieved growth without increasing headcount. Continuous monitoring, proactive alerts, and data-driven system changes ensure that AP and AR remain optimized as business volumes continue to expand.

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