SYSTEMS+

CASE STUDY

Establishing a High-Performance Finance GCC for a Leading Community Management Company

Introduction and Challenges

A prominent community management company in the U.S. was encountering increasing complexities in its financial operations as it scaled to manage a broad portfolio. The company required a more reliable, agile, and efficient financial backbone to manage tasks like General Ledger (GL) accounting, month- and year-end closings, and compliance reporting. Recognizing the need for scalable support, the company partnered with Systems Plus to establish a Global Capability Center (GCC) for finance and accounting operations.

Objectives

The finance GCC aimed to achieve:

1. Around-the-clock support to handle dynamic workloads across different time zones.
2. High-accuracy financial reporting, month- and year-end closings, and regulatory compliance.
3. Effective tracking and meeting of Key Performance Indicators (KPIs) and Service Level Agreements (SLAs) to enhance operational transparency.
4. Process improvements to streamline workflows and increase accuracy.

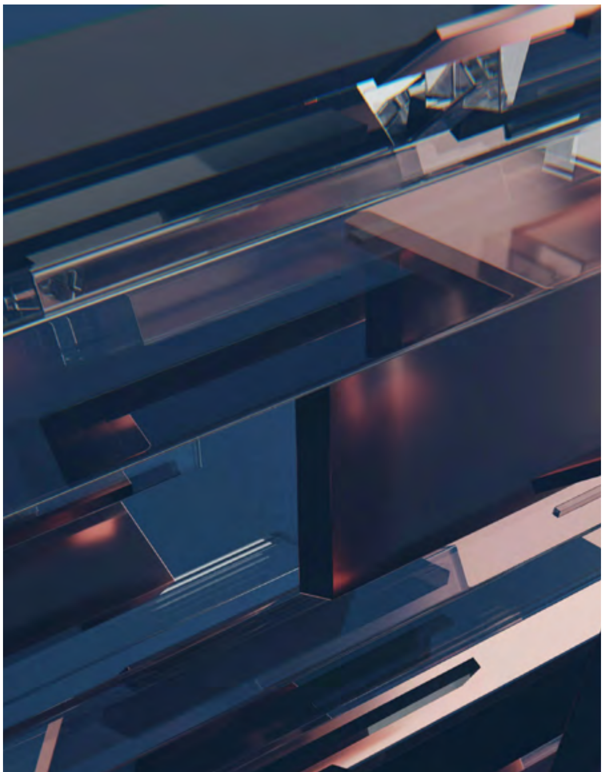
Role of Systems Plus: Building and Managing the Finance GCC

Systems Plus helped in building and managing a finance-focused GCC, with a highly skilled finance team to address complex financial functions and operational bottlenecks, integrating seamlessly into the company's operational structure.

1. Global 24-Hour Financial Support Model: Implemented the "Around the Sun" support model, providing seamless financial operations and support across 24 hours. The Finance GCC effectively managed a growing portfolio and complex financial tasks, ensuring reliable, continuous service through an integrated 24-hour support model.

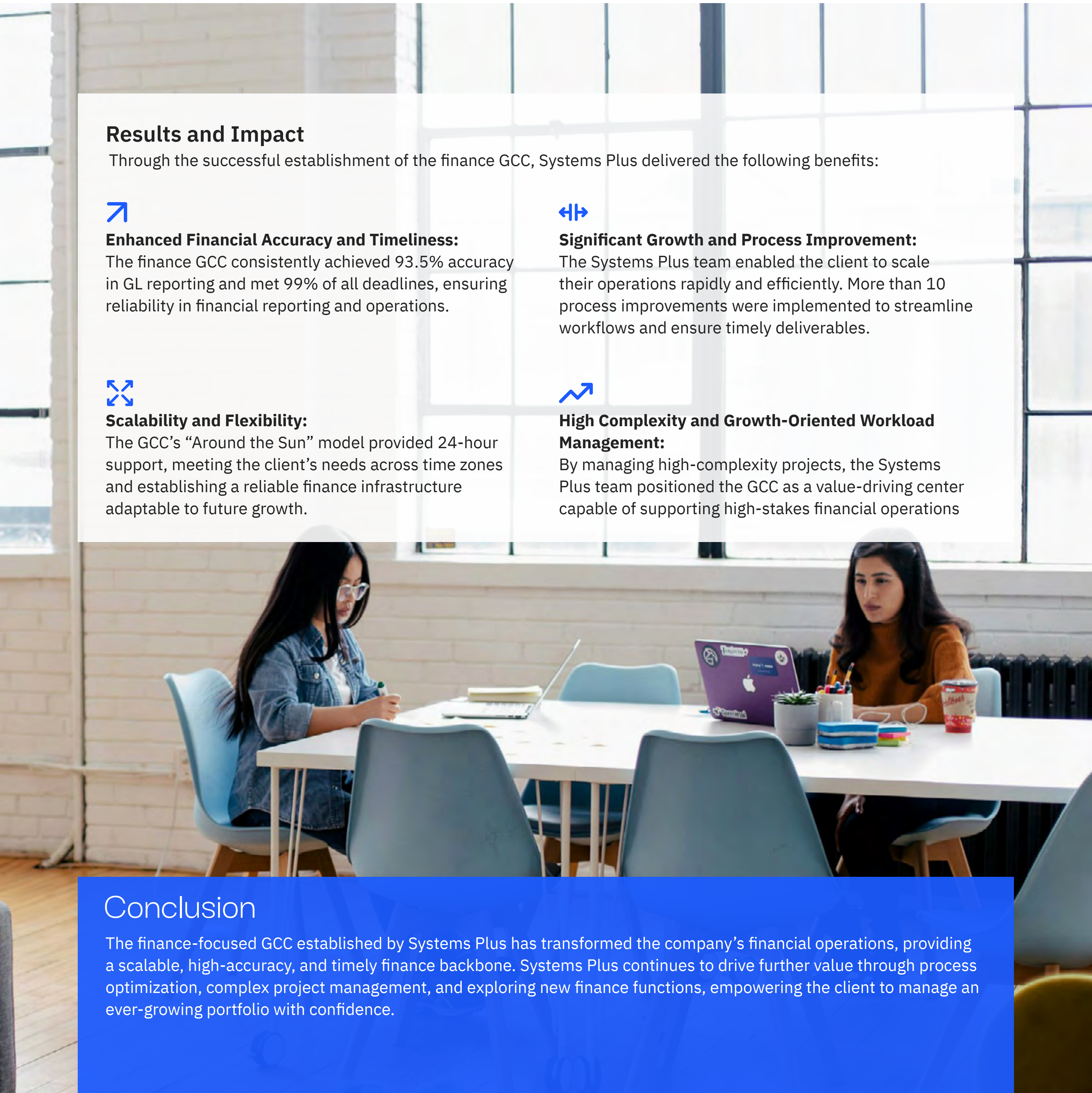
2. Comprehensive GL Accounting and Month-End Support: The Finance GCC focused on General Ledger (GL) accounting, handling complex accounting functions and month- and year-end tasks. Through standardized processes and established checkpoints, the GCC consistently achieved accuracy rates of 93.5% and met 99% of deadlines, surpassing expectations in both accuracy and timeliness.

3. Meeting SLAs and KPIs for Consistent Performance: With a target of under 5% return rate and on-time submission goals, the GCC maintained strict adherence to SLAs. The Systems Plus team also identified over 10 process improvement opportunities, implementing them successfully to ensure smoother workflows and reduce turnaround times.



4. Scaling for Growth and Managing Complex Projects: The Finance GCC supported the company’s growth by managing high-complexity projects using C3 and D3 ERP tools. This scalable model ensured that finance operations could seamlessly support the company’s expansion.

5. Exploring Expanded Financial Services: As the GCC matured, Systems Plus identified additional functions to offer the client, including fixed asset management, financial planning and analysis, inter-company accounting, and support for SAP and Oracle integrations. These added capabilities provide the client with a roadmap for further finance automation and efficiency improvements.



Results and Impact

Through the successful establishment of the finance GCC, Systems Plus delivered the following benefits:

Enhanced Financial Accuracy and Timeliness:
The finance GCC consistently achieved 93.5% accuracy in GL reporting and met 99% of all deadlines, ensuring reliability in financial reporting and operations.

Significant Growth and Process Improvement:
The Systems Plus team enabled the client to scale their operations rapidly and efficiently. More than 10 process improvements were implemented to streamline workflows and ensure timely deliverables.

Scalability and Flexibility:
The GCC’s “Around the Sun” model provided 24-hour support, meeting the client’s needs across time zones and establishing a reliable finance infrastructure adaptable to future growth.

High Complexity and Growth-Oriented Workload Management:
By managing high-complexity projects, the Systems Plus team positioned the GCC as a value-driving center capable of supporting high-stakes financial operations

Conclusion

The finance-focused GCC established by Systems Plus has transformed the company’s financial operations, providing a scalable, high-accuracy, and timely finance backbone. Systems Plus continues to drive further value through process optimization, complex project management, and exploring new finance functions, empowering the client to manage an ever-growing portfolio with confidence.

For more information on how Systems Plus can build and manage a finance-focused GCC tailored to your organization's needs, please contact us at **info@systems-plus.com** or visit our website **www.systems-plus.com**.

Founded in 1987 by Mr. Nikunj Jhaveri, Systems+ offers a comprehensive suite of IT services, including Managed GIC services, DevOps, Cloud Consulting, Development and integration support, and SOC/NOC services. We specialize in serving global clients across various sectors such as (but not limited to) Retail, FMCG, Logistics, Manufacturing, and Financial Services. Our approach to service delivery ensures maximum business agility through the integration of cutting-edge technology with legacy systems. With a philosophy of always keeping our customers first and more than three decades of experience in developing disruptive solutions, our perfect play of talent and technology will ensure your business's customized needs are met, and that you #GetITRight.

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