tvarana

SUCCESS STORY: A LEADING COFFEE MANUFACTURER

Brewing Success with NetSuite

RESULTS ACHIEVED

- Dramatic Reduction in Manual Work
- Enhanced Financial Accuracy

- Improved Compliance
- Faster Month-End Closures
- Greater Procurement Visibility

ABOUT

Founded in 1994, this client has established itself as a leading force in the global coffee industry. Committed to integrity, quality, and customer satisfaction, the client is the largest exporter of instant coffee worldwide, serving clients in over 90 countries.

THE PROBLEM

A global leader in instant coffee export, the company faced significant operational challenges that threatened to stifle its growth and efficiency. Despite serving clients in over 90 countries, the client grappled with disparate financial systems, manual inventory management, and inefficient interdepartmental coordination. These issues not only hampered productivity but also exposed the company to compliance risks and delayed decision-making.

Inefficient Interdepartmental Coordination: The purchasing team faced significant operational delays due to manual coordination with multiple departments for item receipts, vendor advance payments, and invoice processing, resulting in reduced procurement efficiency and longer lead times.

Manual Fixed Asset Management: Reliance on spreadsheets for managing fixed assets and calculating depreciation introduced a high risk of human error, slowing down financial reporting, impacting the accuracy of asset valuations and potentially affecting decision-making.

Compliance Risks with TDS Management: The manual process of tracking TDS thresholds and applying vendor exemptions on purchase bills exposed the organization to compliance risks, increasing the likelihood of errors and creating inefficiencies in maintaining tax compliance.

Prolonged Approval Process: The manual approval process for both Procure to Pay and Order to Cash significantly prolonged cycle times, leading to operational inefficiencies and delayed decision-making. This slowed down procurement, vendor payments, and revenue collection, ultimately impacting the organization's overall agility and ability to respond quickly to business needs.

Accounting Period Lock and Closure Process: In the previous system setup, the company used two separate ERP systems—one for managing purchases and another for handling financials. This disjointed approach created a significant bottleneck during the month-end close process. Every department had to manually verify their respective tasks and submit a month-end checklist, which would then be reviewed by the finance team before closing the accounting periods.

THE TVARANA SOLUTION

Streamlined Procure to Pay workflows

The entire Procure to Pay workflow has been fully automated within NetSuite, eliminating the need for manual interdepartmental communication. Each team can now seamlessly manage their part of the process through role-specific dashboards, providing instant visibility into the status of purchase orders.

- Automated Purchase Orders: Upon PO approval, it appears on the warehouse dashboard for item receipt, auto-generating bills for the accounts team.
- Vendor Prepayment Automation: Prepayment records are automatically created and routed for processing, reducing manual steps.
- Post-Delivery Payments: Bills are auto-generated upon MRIN creation, ensuring timely payments with minimal data entry.

Automated Asset Management

NetSuite's Fixed Asset Management (FAM) bundle has transformed their asset management process from manual to fully automated, covering the entire asset lifecycle—from acquisition to disposal.

- Tracking & Depreciation: Automated tracking and depreciation calculations improve accuracy and reduce manual errors.
- Enhanced Capabilities: Features like Asset Revaluation and Disposal are now integrated, streamlining operations.
- Automated Reporting: Key asset reports are generated in real time, offering up-to-date insights.

TDS Compliance with SuiteTax

The SuiteTax module was implemented to automate Tax Deduction at Source (TDS) compliance, ensuring accurate and timely tax calculations across purchases and services.

- Automated Calculations: TDS calculations and vendor exemptions are updated in real time, ensuring compliance.
- Customized Approval Process: Tailored workflows ensure prompt approvals based on transaction type, enhancing efficiency.

Streamlined Accounting Closure

The unified ERP system consolidates all departments, simplifying the month-end closing process.

- Automated Checklists: Month-end closure checklists ensure timely task completion and reduce delays, improving accuracy.

THE IMPACT

The client experienced a dramatic transformation:

- Significant reduction in manual work hours across departments
- Enhanced accuracy in financial reporting and asset management
- Improved compliance with automated TDS calculations
- Streamlined month-end closing process, reducing delays and improving accuracy
- Increased visibility into procurement processes, enabling better decision-making

From struggling with manual processes and disjointed systems, the client has emerged as a model of operational efficiency in the global coffee industry. This NetSuite implementation and customisation not only solved immediate operational challenges but also positioned the client for unprecedented growth and agility in the competitive international market.

By embracing digital transformation with Tvarana's customized NetSuite solutions, the client Products has not just overcome its operational hurdles – it has set a new standard for efficiency and innovation in the coffee industry, brewing a recipe for continued success and leadership in the global market.

THANK YOU FOR YOUR INTEREST IN TVARANA!

Learn more about our
Continuous Optimization Services