



*Enabling Transformation*

## CASE STUDY

# How QX Worked With A Leading Aerospace Manufacturer

To ensure seamless migration from existing accounting system to Oracle, improved & standardised key finance functions like AP and consolidated reporting across sites to facilitate strategic decision-making.



## Client Overview

Our client is one of the largest manufacturers of metallic aerospace detailed parts in Europe. The client had highly complex accounting needs arising out of non-standard, manual & people-driven operations.



## Business scenario before QX

The client started experiencing rapid growth over a period of time, which led to high levels of complexity in the accounting processes. Key issues faced by the client:

- Non-standard processes and duplication of work
- Manual, paper-based operations
- People-driven operations
- High turnover, high cost of temp staff

## Partnership with QX

QX worked closely with the client to implement a customised finance and accounting (F&A) solution that resolved the major issues. Key actions taken

- Standardised, well-documented processes
- Digital transformation, automated processes
- Process and system driven operations
- Access to highly skilled labour pool

# RESULTS



Successful implementation of  
**Oracle** across locations



Ledger balance discrepancies  
reduced from  
**£2.5M to £200K**



Delivery time for Management  
accounts reduced from  
**7 to 3 days**



Enabled  
digital transformation by  
**automating processes**

## Partnership journey:

### 5+ YEARS AND GOING STRONG

Following the initial engagement, the client gained confidence in QX's delivery and expanded the scope of partnership. The team now functions as an extension of the client's business and manages a wide range of functions, including:

- ✓ End-to-end AP
- ✓ Invoice raising
- ✓ Receipt allocation
- ✓ Cash allocation
- ✓ MIS reporting
- ✓ Weekly cash forecasting
- ✓ Management accounts
- ✓ Factoring ledger administration
- ✓ Oracle migration and support
- ✓ Process standardization
- ✓ Integration of newly acquired business into the system

## Oracle implementation support

Challenge	Solution	Benefit
Rapid growth leading to increasing complexity in accounting processes	Documented current processes and forecasted future requirements to identify features required from the software	Creating an integrated platform through successful <b>Oracle implementation</b> across locations
Existing accounting software package proved inadequate so client decided to migrate to Oracle	Ensured seamless data migration from the existing software systems to Oracle	Significant <b>cost savings</b> by minimising third-party consultant fees
Client wanted to improve accounting performance through process optimisation	Creating an integrated platform through phase-wise onboarding for all entities. Also ensured seamless interface between operations ERP and Oracle.	<b>Reduced TAT</b> for management accounts production, <b>improved reporting</b> process and cleared a large volume of <b>backdated reconciliations</b> within 6-8 months.

## Accounts payable

Challenge	Solution	Benefit
Low supplier credit ratings and limited savings via rebates	Ensured on-time payments to all key suppliers	Better supplier relationships, <b>106% increase</b> in rebates
High cost of hiring & training AP temps due to staff turnover	QX manages AP staffing, ensuring continuity	Reduced cost of AP operations, enabled UK team to focus on <b>strategic initiatives</b>
Manual and paper-based processes led to payment errors and delays	Improved and standardised the AP processes	Improved TAT with <b>99.37% accuracy</b> rate for invoice processing
Inefficient and time-consuming AP invoice resolution process	QX helped AP automation with cloud-based OCR system and DMS	Paper-based process replaced by an <b>automated AP</b> solution

## Accounts receivable

Challenge	Solution	Benefit
AR team unable to achieve cash collection KPI	Took accountability of sales invoice generation and cash receipt allocation process	UK AR team able to focus on debt collection and <b>meet KPIs</b>
High number of ageing queries leading to negative supplier experience	Maintained a response time of 1WD for supplier queries and 4-hour for internal queries	Ageing queries reduced by <b>88%</b>

## Management accounting

Challenge	Solution	Benefit
Different practices and reporting formats across sites for month-end reporting	Standardised processes across sites and allocated activities more efficiently	<b>Improved efficiency</b> for reporting activities across all 12 sites
High TAT for management accounts preparation – 7 days	Standardised various back-end processes and provided additional support on critical days to ensure TATs are met	TAT for management accounts preparation reduced to <b>3 days</b>
High backlog of invoices impacted MA production time	Achieved zero backlog in the first month of relationship	MA team doesn't need to consider the pending invoices data anymore

## Cash forecasting

Challenge	Solution	Benefit
13-week rolling cash forecast unavailable on Monday	Sent draft files to all 12 sites before start of day which allows all sites to prioritise tasks and submit cash forecast files	QX prepares report by EOD every Monday, with required commentary

## Invoice factoring

Challenge	Solution	Benefit
Invoice factoring partners concerned with factoring ledger discrepancies of 2.5M, which adversely impacted contract terms	Worked on past 6 months backdated reconciliation to reduce one-off adjustment amount	Reduced discrepancies from <b>2.5M to 200K</b>