proservartner

Bold Transformation
Real Results

Disrupting how organisations operate. Inspiring what they can become.

GSA AWARDS 2025 WINNER

WHO WE ARE

Practitioners. Disruptors. Transformation partners to Finance & GBS leadership.

Proservartner is an award-winning, independent transformation consultancy. Since 2008 we have helped Finance, HR, Procurement and GBS leaders cut cost, raise quality and unlock the potential of AI and automation - combining functional expertise with end-to-end delivery.
We don't just advise, **we execute alongside you**, all the way from strategy to steady-state.

140+	15+	18 yrs	#1
Transformation experts globally	Average years of practitioner experience	Delivering Finance & GBS transformation	GSA Advisory Firm of the Year 2025

WHAT MAKES US DIFFERENT

Practitioners, not theorists

Senior operators who have sat in your seat. Straight-talking, ROI-focused, allergic to slideware.

End-to-end delivery

From vision and business case through build, migration and stabilisation.
We stay with you all the way.

Truly global, truly independent

Offices across UK, Europe, US, Middle East and India.
No vendor bias, no upselling.
We focus on your outcomes only.

"The Proservartner difference is that they stay with you throughout the journey. The big 4 advise - Proservartner take you all the way."

- VP, Univar Solutions

"A game-changer for us. Streamlined operations, significantly reduced costs and improved decision-making."

- CFO, HSS Hire

"Their expertise and strategic approach have been invaluable in guiding us towards enhanced financial efficiency."

- CEO Dorsch Global



Dhru Patel
COO · dhrupad.patel@proservartner.co.uk



Rakesh Sangani
CEO & Founder · rakesh.sangani@proservartner.co.uk

WHY PROSERVARTNER

Your partner for end-to-end transformation

01 International Experience

- Senior experts from industry, Big 4 and SIs
- Specialists with 15+ years average experience
- Delivered across Europe, Middle East, Asia, North America and LatAm

02 Functional Knowhow

- Process expertise: Finance, HR, Procurement, IT, Operations, Compliance, Insurance
- Track record helping enterprises take the next step

03 Techniques & Methods

- Leaders across modern delivery techniques
- Mastery of Agile, Waterfall, Lean, Six Sigma - and when each fits best

04 Practical & Performance-led

- Laser-focused on measurable performance
- We show how to act on real-life situations, not run from them

OUR DIFFERENTIATORS

- ✓ Deep Shared Service & GBS experience
- ✓ Practical and results-focused approach
- ✓ End-to-end delivery - strategy to steady-state
- ✓ 93 deep technology partnerships (SNOW, SAP, Google)
- ✓ Independent, pragmatic, execution-focused
- ✓ Data-driven insights & benchmarking
- ✓ We don't just deliver - we teach as well
- ✓ Genuine value for money

Unlock the potential in your organisation today with Proservartner



Dhru Patel
COO · dhrupad.patel@proservartner.co.uk



Rakesh Sangani
CEO & Founder · rakesh.sangani@proservartner.co.uk

BEING DISRUPTIVE IN TRANSFORMATION & AUTOMATION

Your disruptive leader on every step of your transformation and automation journey

At Proservartner, we believe that organisational and operational transformation, automation and centralisation is always built on the foundation of **four key elements**:

PROCESS

PEOPLE

GOVERNANCE & DATA

TECHNOLOGY

The right balance of these elements creates the optimal operating agenda for any organisation. Proservartner helps organisations deliver their transformation, automation and centralisation goals by providing experienced specialists to support every key stage of the journey - whether that's targeted consulting, end-to-end automation, or designing, building, migrating and optimising functions from the ground up.

WE COVER THE FULL OPERATING AGENDA

Target Operating Model

Design end-to-end TOMs that work in practice

AI & Automation

RPA, agentic AI, intelligent document processing

GBS / SSC Build

Stand up, scale and grow shared service centres

Training & Coaching

Lean Six Sigma, GBS University with CIMA

Process Design

Standardise, simplify, optimise

PMO & Change

Run the programme, win hearts & minds

Governance

Controls, compliance & continuous improvement

Roadmap Readiness

Automation roadmaps and TOM transition plans

We bring our four core elements to optimise your organisation and accelerate your journey to operational excellence.



Dhru Patel
COO · dhrupad.patel@proservartner.co.uk



Rakesh Sangani
CEO & Founder · rakesh.sangani@proservartner.co.uk

THE GBS JOURNEY

End-to-end transformation capability - we support organisations across the full Global Business Services lifecycle

1	**Vision, strategy & business case** Define the vision, set strategic objectives and build the business case.	DEFINE
2	**Scoping & governance** Define scope, stakeholders, decision rights and the governance model.	DEFINE
3	**Location strategy** Assess location options and define the optimal location strategy.	ANALYSE
4	**Process readiness & reengineering** Assess current processes, remove complexity and design future state.	ANALYSE
5	**Target operating model design** Design the operating model - roles, structure, capabilities and enablers.	DESIGN
6	**KPI & control framework** Define KPIs, targets and controls to drive performance and accountability.	DESIGN
7	**Programme & change management** Plan and execute the programme, engage stakeholders and manage change.	DELIVER
8	**Stabilisation & measurement** Stabilise operations, track performance and embed new ways of working.	DELIVER
9	**Continuous optimisation & automation** Drive continuous improvement through data, automation and innovation.	SUSTAIN



Dhru Patel
COO · dhrupad.patel@proservartner.co.uk



Rakesh Sangani
CEO & Founder · rakesh.sangani@proservartner.co.uk

PROCURE-TO-PAY (P2P)

Cut leakage, accelerate cycles, automate the routine

We help organisations transform P2P end-to-end. From requisition and PO through invoice, matching, approval and payment. Our approach combines maturity assessment, benchmarking against industry peers, and automation deep-dives to deliver measurable cost, quality and compliance improvements.

WHAT WE DELIVER IN P2P

P2P maturity assessment

12-dimension best-practice review across process, technology, people, governance and organisation.

Benchmarking

Cost-per-invoice, cycle times, first-time match rate, on-time payment, productivity vs market.

Process mining

Celonis-led discovery of true process variants, bottlenecks and root causes.

Automation roadmap

RPA, intelligent invoice capture, agentic AI for query handling and supplier master data cleanse.

Supplier & master data

Cleanse, deduplicate and govern vendor master to remove duplicate-payment risk.

Touchless processing

Design for >80% touchless invoices through OCR, three-way matching and exception-based workflow.

CASE STUDY - P2P DIAGNOSTIC & TRANSFORMATION

Novanta

THE CHALLENGE

- 3 global SSC hubs with high cost-to-serve and disparate, outdated tech
- Lengthy month-end close with multiple versions of the truth
- High error rates in P2P from weak controls on requisition and PO
- Heavy manual intervention driving inflated headcount

OUR APPROACH

- Hypothesis-led diagnostic across P2P, R2R and the wider SSC
- Baseline metrics, cycle times, regional SME interviews
- Maturity assessment vs Proservartner's best-practice model
- Business case and roadmap with enablers, quick wins, major change

THE OUTCOME

- 50+ improvement opportunities identified, quantified and validated
- Benchmark-led roadmap and benefits realisation plan delivered
- Quick wins implemented in-flight to lock in early value

40%	24.5	$1.2M	50+
Reduction in cost of Finance	FTE efficiencies released	Additional savings identified	Initiatives in the roadmap

RECENT P2P CLIENTS

Metsä · Bridgestone · Univar · Swarovski · HSS Hire



Dhru Patel
COO · dhrupad.patel@proservartner.co.uk



Rakesh Sangani
CEO & Founder · rakesh.sangani@proservartner.co.uk

ORDER-TO-CASH (O2C)

Faster cash, lower DSO, happier customers - across order, billing, collections and disputes

We accelerate O2C performance end-to-end. From order management and credit through billing, cash application, collections and disputes. Combining process redesign, automation and managed services, we cut DSO, lift first-time match rates and improve customer experience while reducing cost-to-serve.

WHAT WE DELIVER IN O2C

O2C maturity & benchmarking

Efficiency, effectiveness and experience metrics - Perfect Order Rate, payment completion, NPS.

Cash applications

Backlog clearance, automation of remittance matching, lift current AR %.

Collections optimisation

Risk-based segmentation, workflow tools and KPI design to reduce DSO.

Disputes management

Stand up dedicated disputes teams, define resolution SLAs, root-cause invoice issues.

Billing & web automation

Bot-led web billing, digitised onboarding, customer complexity matrix.

Process mining (Celonis)

End-to-end visibility of order, deliver and invoice flow to expose true bottlenecks.

CASE STUDY - MULTI-YEAR O2C STRATEGIC PARTNER

THE CHALLENGE

- Cash apps and collections backlog impacting AR and customer relationships
- Seven concurrent C2C project workstreams previously run by another consultancy
- Manual web billing process and no scalable disputes function
- Limited data visibility across US and EMEA O2C operations

OUR APPROACH

- 5 cash apps + 5 collections specialists deployed to clear backlog
- Took over end-to-end C2C programme management - 100+ initiatives
- Built first web billing bot; designed digitised customer onboarding
- Stood up 18-person disputes team and new disputes management system
- Celonis-led process mining for US & EMEA O2C insight

THE OUTCOME

- Multi-year strategic partner relationship - operational, project and digital
- Material DSO and cashflow improvement
- End-to-end customer experience uplift and reduced cost-to-serve

100+	18	7	1st
Improvement initiatives delivered	FTE new disputes team stood up	Project workstreams taken on	Web billing bot built for client

RECENT O2C CLIENTS

Univar · Amway · Richemont · Delivery Hero · Equans · Swarovski



Dhru Patel
COO · dhrupad.patel@proservartner.co.uk



Rakesh Sangani
CEO & Founder · rakesh.sangani@proservartner.co.uk

RECORD-TO-REPORT (R2R)

Unify, automate and modernise close, reconciliation and reporting - for real-time, audit-ready financials

We modernise R2R from journal entry through reconciliation, intercompany, close and reporting. Combining process redesign with deep Blackline, SAP and Oracle expertise, we shorten close cycles, raise data accuracy and deliver decision-ready financials at speed.

WHAT WE DELIVER IN R2R

R2R diagnostic

Six-step diagnostic across close, reconciliation, intercompany and reporting - efficiency, quality, KPIs.

Blackline optimisation

Maximise ROI on tools you already own - module utilisation, automation, configurable templates.

Close acceleration

Automate tasks, scheduling, certification and escalation; eliminate the spreadsheet shadow close.

Intercompany hub

Approve, review and reconcile IC transactions; auto-journal posting; netting and settlement.

Reconciliation automation

Rule-based auto-recon, configurable templates, bulk certification, exception workflow.

Reporting & analytics

Multi-ERP data flows, variance analysis, real-time account monitoring, IFRS/GAAP adjustments.

CASE STUDY - R2R STABILISATION & OPERATING MODEL REDESIGN

BRIDGESTONE

THE CHALLENGE

- Centralised accounting centre in Poland - retained organisation poorly designed
- Duplicate tasks between local and central teams; no clear roles or standards
- Adversarial relationship between accounting centre and local markets
- No standardised processes or process documentation

OUR APPROACH

- End-to-end diagnostic on process, people and technology
- Deep-dive with costed roadmap and prioritised programme
- Converted central accounting centre into a true shared service
- Embedded service management framework with the business
- Process improvement, Lean and standardisation - with technology change

THE OUTCOME

- Cost reduction and material efficiency savings
- Faster close process; standardised P2P and R2R flows
- Significant improvement in relationship with local teams
- Training and methodology fully handed over to client

98%	30-50%	95%+	100%
Accounting & close in SSC	Faster close cycle times	Process standardisation	Visibility & control

RECENT R2R CLIENTS

Ecolab · Bridgestone · Hugo Boss · Novanta · KLM · Zurich



Dhru Patel
COO · dhrupad.patel@proservartner.co.uk



Rakesh Sangani
CEO & Founder · rakesh.sangani@proservartner.co.uk

FP&A MODERNISATION

Accurate, actionable insights - delivered with speed and within an optimal cost structure

We modernise FP&A to enable effective planning, forecasting and performance management. We assess current tools, integration and pain points including limited visibility, disconnected systems, manual model sprawl.
We then design an FP&A operating model that's agile, data-driven and ready for cloud-era ERPs.

CAPABILITIES OF THE NEW FP&A

Integrated planning

Business + financial planning across functions and domains, on one data spine.

Near real-time reporting

Automated data flows, self-service reporting, faster cycle close to insight.

Modern, cloud-based ERPs

SAP S/4HANA, Oracle Cloud - modelling, data integration, productive workforce design.

Driver-based forecasting

Automatic driver refresh, reduced time in planning, focus on the decisions.

Variance & performance

Aligned behaviours, actuals-vs-plan transparency, measurement that drives action.

Standardisation

Global standards across geographies and processes - one truth, one model.

CASE STUDY - FINANCE EFFICIENCY & FP&A DIAGNOSTIC

FUJIFILM

THE CHALLENGE

- Finance function operating below benchmark quartile performance
- Limited visibility, fragmented planning and reporting
- Manual workarounds slowing month-end and forecast cycles
- Disconnected technology landscape constraining FP&A

OUR APPROACH

- Full finance efficiency & effectiveness assessment
- Benchmarked against peers across cost, productivity, quality, cycle time
- Identified 112+ improvement recommendations
- Designed target FP&A processes, ways of working and technology enablers

THE OUTCOME

- 112+ prioritised recommendations to lift performance
- Roadmap to 2nd-quartile performance
- Process, ways-of-working and tech improvements aligned
- Foundation laid for self-service, real-time FP&A

112+	2nd	234	12
Recommendations prioritised	Quartile target unlocked	Opportunities (Hoda)	Group cos benchmarked

RECENT FP&A CLIENTS

Fujifilm · Hoda Holdings · Richemont · Swarovski · Stryker



Dhru Patel
COO · dhrupad.patel@proservartner.co.uk



Rakesh Sangani
CEO & Founder · rakesh.sangani@proservartner.co.uk

TREASURY TRANSFORMATION

Optimise liquidity. Reduce risk. Transform Treasury operations into a value engine.

We help CFOs and Treasurers unlock trapped value in cash, banking, FX and capital structure. Our rapid Treasury Diagnostic classifies your current function, identifies value opportunities and builds a costed roadmap to right-size liquidity, modernise tooling and embed sound governance - typically in 6-10 weeks.

KEY TREASURY CHALLENGES WE SOLVE

Liquidity optimisation

Cash consolidation, right-sized buffers, optimised capital deployment.

Risk management

FX exposure, counterparty risk, hedging effectiveness, control gaps.

Banking inefficiencies

Bank account rationalisation, transaction banking cost-out, payment factory design.

Forecasting gaps

Cash forecasting accuracy, system integration, real-time visibility.

Governance & KPIs

Treasury policy, procedures, control framework and performance metrics.

Duplicate payments

Fragmented processes, weak controls, system inconsistencies that hide leakage.

CASE STUDY - TREASURY TRANSFORMATION & VALUE REALISATION

Dorsch Gruppe

THE CHALLENGE

- Imbalance between external debt and positive group cash
- Disparate, fragmented Treasury operations across regions
- Suboptimal practices and governance hindering growth
- No clear view of liquidity or banking cost

OUR APPROACH

- Rapid Treasury Diagnostic - classified function, identified opportunities
- Developed a Treasury excellence roadmap
- Implemented cutting-edge solutions to optimise group cash
- Empowered client with policy, procedures and KPIs

THE OUTCOME

- Paid down all external debt via liquidity reallocation
- 200% increase in cash consolidation
- 20% of group cash released from buffers
- Optimised capital deployment and yield recovery

€4M	35%	€1M+	200%
Annual value realised	Banking cost reduction	FX optimisation revenue	Cash consolidation uplift

RECENT TREASURY CLIENTS

Dorsch Gruppe · Aggreko · RSBGI · Cadent · EDF · Univar



Dhru Patel
COO · dhrupad.patel@proservartner.co.uk



Rakesh Sangani
CEO & Founder · rakesh.sangani@proservartner.co.uk

CHANGE & CAPABILITY

Embedding sustainable transformation - beyond process and technology

Sustaining transformation requires more than process change and technology - it depends on building the right behaviours, capabilities and leadership alignment across the organisation. By combining structured change management with targeted training, organisations embed adoption, accelerate uptake and lock in the outcomes the business case promised.

WHAT WE DELIVER IN CHANGE & CAPABILITY

Stakeholder engagement

Mapping, segmentation and tailored communications for every level of the org.

Leadership alignment

Executive coaching and alignment workshops to drive visible, consistent sponsorship.

Change champion networks

Build, train and govern global champion networks - feet on the ground, in every site.

GBS University (with CIMA)

Curriculum-led capability building - accredited finance and GBS skills development.

Lean Six Sigma

Yellow, Green and Black Belt certification programmes that drive continuous improvement.

Data, automation & AI skills

Future-proof your workforce with hands-on data and intelligent automation training.

CASE STUDY - GLOBAL FINANCE TRANSFORMATION CHANGE

THE CHALLENGE

- Global finance transformation across an international organisation
- Need to modernise finance processes and drive operational efficiency
- Multi-country, multi-language adoption challenge
- Risk of resistance from established teams and ways of working

OUR APPROACH

- Structured change management - leadership coaching + stakeholder engagement
- Targeted, tailored global communications and feedback loops
- Built a global network of 46 Change Champions
- Trained leaders and managers to confidently drive change

THE OUTCOME

- Smoother adoption of new systems and processes
- Trust and commitment maintained via visible leadership comms
- Future-ready workforce equipped to sustain and scale transformation
- Engagement uplift through global communications strategy

46	67	42%	18%
Change Champions trained	NPS for training	Reduction in turnover	Engagement increase

RECENT CHANGE CLIENTS

KLM · Hugo Boss · Swarovski · Bridgestone · HSS Hire · DHL



Dhru Patel
COO · dhrupad.patel@proservartner.co.uk



Rakesh Sangani
CEO & Founder · rakesh.sangani@proservartner.co.uk

proservartner

Let's unlock the potential in your organisation

No matter where you are on your journey, Proservartner's team of experts can help connect the dots between your business needs and the technology that will deliver. Contact us for a free assessment.

UK · HEADQUARTERS - LONDON

52 Grosvenor Gardens, Victoria
London SW1W 0AU, United Kingdom
+44 (0)203 143 2515

UK · INNOVATION HUB - BELFAST

Centre House, 7th Floor, StepSpace Offices
Chichester Street, BT1 4JR, Northern Ireland
+44 (0)28 9620 9116

PL · WARSAW

ul. Postępu 15C, 02-676
Warsaw, Poland
+44 (0)1928 583 494

PL · GDANSK

Al. Grunwaldzka 472 D, 80-309
Gdansk, Poland
+44 (0)1928 583 494

Trusted across industries - clients include:

RETAIL & CONSUMER

COTY · Richemont · Nikon · Swarovski · currys · adidas · Fujifilm · Bridgestone · avis budget group · Euromaster

REAL ESTATE & CONSTRUCTION

JLL · CBRE · Cushman & Wakefield · Realty Income · HSS Hire · Dorsch Gruppe · Kier · Rival

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STARR · fiserv. · Insight Venture · Zurich · Pantheon · cfc

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Engie · Elementis · Cadent · EDF · RSBG · Alexander Dennis · V.Group · DHL · aggreko · Infineum · Johnson Matthey · mundipharma · DFDS

Ready to start? Let's talk.

Rakesh Sangani, CEO & Founder · rakesh.sangani@proservartner.co.uk · +44 754 514 3587

www.proservartner.co.uk