

THE PROSERVARTNER

IMPACT PORTFOLIO:

40 Client Case Studies

Across Finance, Operations, Technology & AI

WHO WE ARE

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

Proservartner is an award-winning, independent transformation consultancy helping CFOs and finance leaders cut cost, improve cash flow and unlock the value of AI and automation.

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



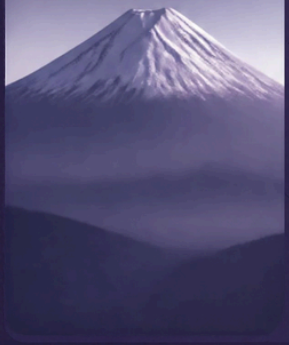
Rakesh Sangani
CEO & Founder · rakesh.sangani@proservartner.co.uk

ORDER-TO-CASH (O2C)

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

CASE STUDY 1

FUJI FILM
Value from Innovation



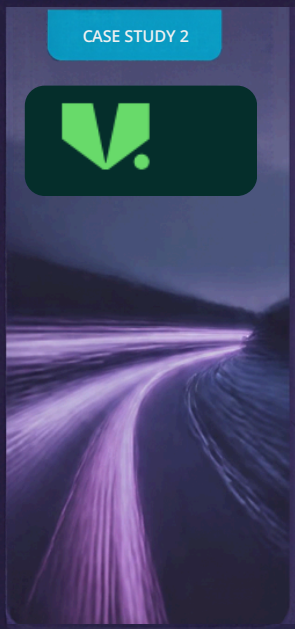
Fuji Film Europe: Shared service design and transition

CHALLENGE:
Fragmented, high-cost finance processes across European affiliates, alongside pressure to reduce overheads and improve business partnering.

PROSERVARTNER APPROACH:
Mapped existing processes and separated retained work from shared services; assessed FTE requirements and business case; identified harmonisation opportunities across P2P, O2C and R2R.

OUTCOMES:
Built a business case and transition plan approved by senior management in Tokyo; improved finance-team engagement and supported transition planning.

CASE STUDY 2



VGroup: O2C process mapping

CHALLENGE:
Fragmented billing and collections processes, limited standard procedures and unclear process ownership across business units.

PROSERVARTNER APPROACH:
Facilitated SME workshops, mapped and validated processes, identified control and process improvements, and proposed global process ownership.

OUTCOMES:

30+
process maps
across three business units

20%
of annual audit fees
identified potential control savings exceeding


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

CASE STUDY 3

GLOBAL TECHNOLOGY FIRM

Global technology firm: O2C automation

CHALLENGE:

Teams manually manipulated Excel data and matched hundreds of bank statement entries to outstanding invoices and cheque amounts across systems.

PROSERVARTNER APPROACH:

Selected and onboarded an automation supplier, improved the process and implemented a bot to automate the matching activity.

OUTCOMES:

five days

Work that previously took the equivalent of five days

around five minutes.

could be completed by the bot in around five minutes.

Process review also identified and corrected steps that exposed the business to fraud risk.

CASE STUDY 4

OLX: Accounts Receivable RPA pilot

CHALLENGE:

A short timeframe required a demonstrable automation pilot, so the focus was on manual, repetitive AR tasks.

PROSERVARTNER APPROACH:

Selected two AR processes, assessed technology options, mapped process changes, built the bot and tested it in the live environment.

OUTCOMES:

four weeks.

Delivered a two-process pilot in four weeks.

ten further processes.

Following a regional leadership demonstration, the business requested exploration of ten further processes.



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

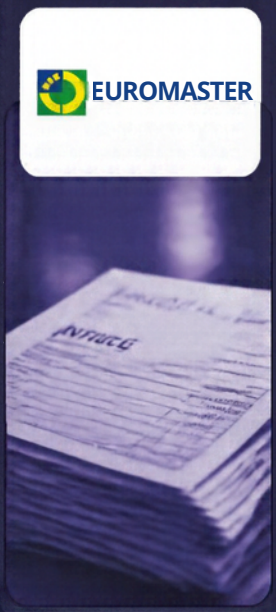


Rakesh Sangani
CEO & Founder · rakesh.sangani@proservartner.co.uk

PROCURE-TO-PAY (P2P)

Cut leakage, accelerate cycles, automate the routine

CASE STUDY 5



Euromaster: Invoice indexing with IDP and RPA

CHALLENGE:

Around **7,000 German-language invoices** per month created delays, inaccuracies and manual effort equivalent to **two FTE.**

PROSERVARTNER APPROACH:

Implemented ABBYY Vantage intelligent document processing with RPA orchestration, machine-learning extraction and human-in-the-loop training.

OUTCOMES:

98% straight-through processing success rate,

with faster processing, improved accuracy and support for multilingual document volumes.

CASE STUDY 6



PD Ports: Automated invoice capture

CHALLENGE:

High invoice volumes and complex documents caused processing delays and backlogs when staff were unavailable.

PROSERVARTNER APPROACH:

Developed an invoice-processing solution combining intelligent document processing and RPA, including monitoring, exception handling and performance tracking.

OUTCOMES:

Created a more predictable and scalable approach to invoice processing and reduced reliance on manual capture.

The source pack does not state a quantified outcome.



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

CASE STUDY 7

ARCO: Order entry automation using IDP and AARI



CHALLENGE:

Approximately 3,000 order forms from around 7,000 email domains arrived weekly. Manual validation before SAP ECC posting required significant effort and constrained scalability.

PROSERVARTNER APPROACH:

Deployed Automation Anywhere IDP to extract order data, with AARI enabling users to validate information and approve or reject it at key stages.

OUTCOMES:

Reduced average handling time by 50%:

from around 11 minutes to approximately 5–6 minutes. Improved extraction accuracy, logging and reporting.

CASE STUDY 8

PD Ports: Automated invoice capture



CHALLENGE:

High invoice volumes and complex documents caused processing delays and backlogs when staff were unavailable.

PROSERVARTNER APPROACH:

Developed an invoice-processing solution combining intelligent document processing and RPA, including monitoring, exception handling and performance tracking.

OUTCOMES:

Created a more predictable and scalable approach to invoice processing and reduced reliance on manual capture.

The source pack does not state a quantified outcome.



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

CASE STUDY 9



HSS Hire: Rapid diagnostic and implementation

CHALLENGE:

A new financing arrangement created an urgent need to reduce overheads. Legacy technology and a lengthy close process added complexity.

PROSERVARTNER APPROACH:

Ran a hypothesis-led diagnostic and Lean workshops; identified and quantified improvement opportunities; supported weekly implementation and change governance.

OUTCOMES:

Identified, quantified and approved more than 161 major process changes.

The programme reported reductions in finance processing costs and close timelines, plus **£1.2m** in supplier and other process cost reductions.

CASE STUDY 10



Novanta: Annual operating plan efficiencies diagnostic

CHALLENGE:

Three global hubs, high cost to serve, disparate technology, manual work and P2P control gaps were limiting efficiency.

PROSERVARTNER APPROACH:

Worked with leadership and SMEs to validate baseline metrics, assess maturity across organisation, governance, policy, process, technology and people, and develop a roadmap.

OUTCOMES:

Identified and validated 50+ improvement opportunities, 24.5 FTE efficiencies and $1.2m in additional savings opportunities.

The diagnostic identified a potential **40% reduction in current** cost of finance; these are diagnostic findings and opportunities, not all confirmed realised savings.



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

CASE STUDY 11



Equans: Journal posting discovery

CHALLENGE:

The shared services finance team received **around 1,000 general journals per month**, creating an opportunity to assess manual effort and automation potential.

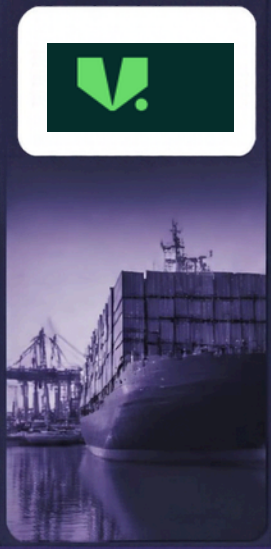
PROSERVARTNER APPROACH:

Conducted discovery and requirements work to understand journal types, process steps and potential automation requirements.

OUTCOMES:

The source pack describes the discovery and requirements phase but does not report quantified implementation outcomes.

CASE STUDY 12



VGroup: ShipSure 2.0 ERP enhancement

CHALLENGE:

A bespoke ERP limited PO matching and relied on manual or off-system activity, contributing to data errors and weak reporting.

PROSERVARTNER APPROACH:

Ran an end-to-end diagnostic, facilitated Lean design workshops, aligned governance and dependencies, and supported training and change management.

OUTCOMES:

Established governance and risk-management processes, supported user adoption and contributed to a finance reorganisation associated with a **15% efficiency gain** and a **reduction of 25 FTE.**



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

CASE STUDY 13



VGroup: Finance enhancement

CHALLENGE:

A portfolio of **more than 20 finance projects** lacked consistent delivery standards, transparent reporting and robust benefits tracking.

PROSERVARTNER APPROACH:

Extended PMO standards with Agile and Lean techniques, coached project managers, established business cases and benefits metrics, and ran cross-programme workshops.

OUTCOMES:

Improved visibility across **22 projects** with combined **CAPEX above $10m.**

The source reports benefits realisation accelerated by **60% in 2022.**

CASE STUDY 14



VGroup: Finance transformation portfolio

CHALLENGE:

More than 50 projects were at different stages, with inconsistent governance and weak accountability for benefits.

PROSERVARTNER APPROACH:

Standardised PMO tools, strengthened governance and benefits tracking, and introduced BI scorecards and cross-project workshops.

OUTCOMES:

Improved portfolio transparency and accountability.

The source reports benefits realisation accelerated by **60% in 2022** and user adoption of ShipSure 2.0 applications increased by



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

CASE STUDY 15



VGroup: Legal entity rationalisation

CHALLENGE:

Legacy data sources and inconsistent standards made entity information difficult to capture and complicated finance, tax and reporting structures.

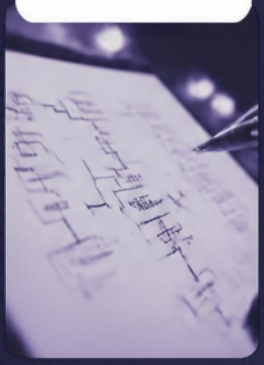
PROSERVARTNER APPROACH:

Analysed entity data and coordinated Finance, Legal, Tax and Operations stakeholders to define a future structure and support board approval and implementation.

OUTCOMES:

Recommended dissolving more than **15%** of legal entities, supported rationalisation of **150+ management entities** and **improved month-end reporting productivity** across **RTR and FP&A by 5%.**

CASE STUDY 16



VGroup: Process mapping

CHALLENGE:

Fragmented OTC ways of working and a lack of standard procedures limited efficiency, ownership and continuous improvement.

PROSERVARTNER APPROACH:

Captured and validated process knowledge with SMES, developed process classifications and maps, and identified control and process improvements.

OUTCOMES:

Produced **30+ maps for three business units** and created a repeatable documentation approach to support knowledge sharing and future change.



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.

CASE STUDY 17



VGroup: Banking, cash management and reporting

CHALLENGE:

A large bank-account portfolio, high banking fees and limited access to agile FX rates were increasing costs and risk.

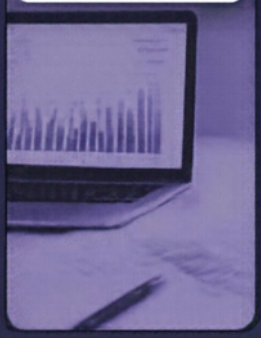
PROSERVARTNER APPROACH:

Completed rapid treasury discovery, developed priority initiatives, supported vendor selection and introduced policy improvements to enable better practice.

OUTCOMES:

Reduced the bank-account portfolio by more than 50%; targeted bank-fee reductions above 45%; reduced FX risk by 10%; and supported intercompany cash-management changes associated with over $100k cost reduction.

CASE STUDY 18



VGroup: Funding request review

CHALLENGE:

The source pack identifies funding request review as a treasury/finance transformation initiative, but provides limited detail on the specific challenge and quantified outcomes.

PROSERVARTNER APPROACH:

Use the approved case-study source or client-approved project notes to complete the challenge and approach before publication.

OUTCOMES:

Implemented new Funding request in business. Improvement the cash collection control and reduced write offs by **15%. Decreased overdue** amounts per key customers and **DSO reduced by 35%. Reduced interest paid on working capital by 8%.**



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

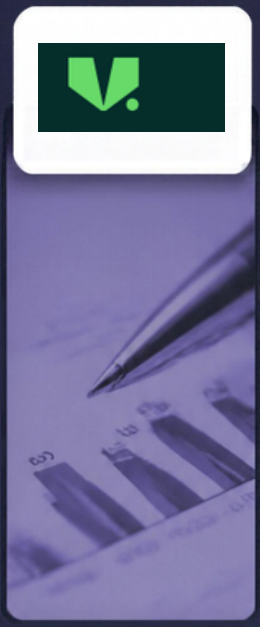


Rakesh Sangani
CEO & Founder · rakesh.sangani@proservartner.co.uk

TREASURY TRANSFORMATION

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

CASE STUDY 18



VGroup: Finance transformation support

CHALLENGE:

The finance transformation roadmap required coordinated delivery across treasury, accounting operating model and customer-funding initiatives.

PROSERVARTNER APPROACH:

Provided specialist project support, strengthened programme governance and aligned dependencies, risks and implementation plans.

OUTCOMES:

Supported **delivery across treasury, accounting TOM** and **customer-funding workstreams.**

CASE STUDY 19



VGroup: ERP and process controls

CHALLENGE:

Manual activity and limited ERP functionality constrained transaction processing and reduced reporting reliability.

PROSERVARTNER APPROACH:

Aligned delivery governance, documented current-state processes, facilitated Lean diagnostic and design sessions, and supported change and training.

OUTCOMES:

15% efficiency gain and a reduction of **25 FTE** associated with the finance reorganisation. Avoid implying that every benefit was caused by the ERP enhancement alone.

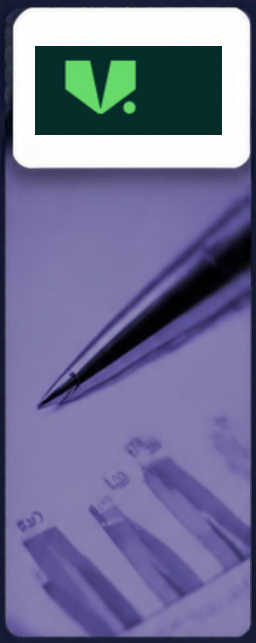


Dhru Patel
COO · dhrupad.patel@proservartner.co.uk



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

CASE STUDY 20



VGroup — Tax optimisation

CHALLENGE:

The group sought to optimise its corporate tax and intercompany arrangements as part of wider finance transformation.

PROSERVARTNER APPROACH:

Conducted benchmarking, consulted third parties on franchise-model options, aligned Legal and Commercial stakeholders and worked with IT on automation opportunities.

OUTCOMES:

Implemented a new franchise model for corporate taxes, with **tax cash savings** and intercompany transaction optimisation reported. **No amount is stated in the source.**

CASE STUDY 21



VGroup — Legal entity rationalisation

CHALLENGE:

Entity structures needed to support the target operating model while improving fiscal and reporting arrangements.

PROSERVARTNER APPROACH:

Coordinated Finance, Legal, Tax and Operations, analysed legacy data and supported formal approvals and dissolution activities.

OUTCOMES:

Recommended dissolving **over 15% of legal entities** and supported rationalisation of **more than 150 management entities.**



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

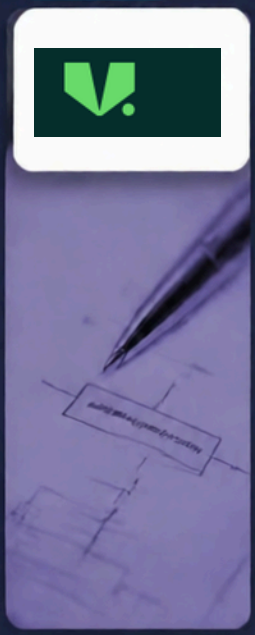


Rakesh Sangani
CEO & Founder · rakesh.sangani@proservartner.co.uk

TAX ADVISORY

Turning tax complexity into control, compliance and insight.

CASE STUDY 22



VGroup: OTC process mapping and controls

CHALLENGE:

Lack of standard procedures and process ownership created fragmented billing and collections delivery and limited control visibility.

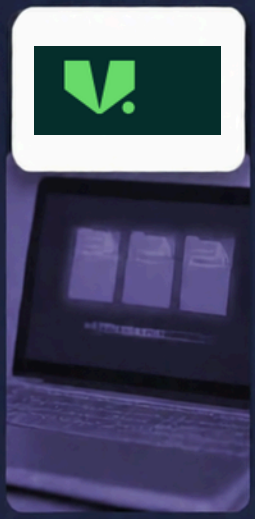
PROSERVARTNER APPROACH:

Mapped and validated processes, identified control improvements and recommended a Global Process Owner to support accountability.

OUTCOMES:

Delivered **30+ maps across three business units** and identified control **savings** exceeding **20% of annual audit fees.**

CASE STUDY 23



Legal firm: Property record migration automation

CHALLENGE:

Thousands of property records had to be copied manually from Microsoft Access into a cloud-based conveyancing platform that lacked bulk loading and validation.

PROSERVARTNER APPROACH:

Built an automated process to read an Excel file, validate fields and enter the data into the cloud platform.

OUTCOMES:

Saved an estimated **4,500 hours,** with **100% data-entry accuracy** reported in the **source.**



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



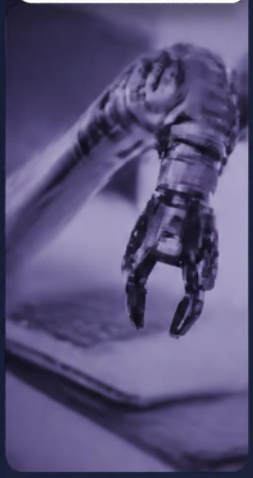
Rakesh Sangani
CEO & Founder · rakesh.sangani@proservartner.co.uk

RISK & CONTROL TRANSFORMATION

Turning risk into resilience through stronger controls, smarter insights and proactive management.

CASE STUDY 24

Cushman & Wakefield: EMEA RPA Centre of Excellence



CHALLENGE:

The organisation wanted to build an EMEA automation capability, building on an existing Americas CoE, and needed additional technical and process expertise.

PROSERVARTNER APPROACH:

Supported CoE and citizen developer setup, established a delivery methodology and RPA environment, accelerated priority automations and built an internal pipeline.

OUTCOMES:

Established a **robust RPA environment** and delivery methodology. A further were reported in development after the initial deployments.

CASE STUDY 25

Richemont: Automation across finance processes



CHALLENGE:

Automations across anti-money laundering, asset creation and posting, bank reconciliation, audit extraction and other finance activities.

PROSERVARTNER APPROACH:

The source identifies the automation portfolio but does not provide a single consolidated challenge/approach/result narrative for all listed processes.

OUTCOMES:

Reduce processing time. Improve accuracy . Improved control of activity by using bots logs . Save **60 hours** of effort per year (UK Market)



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



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

Measurable results

CASE STUDY 26

VGroup: Finance organisation design



CHALLENGE:

Finance roles and reporting lines were organised around countries and legacy structures rather than process specialisms, creating challenges for standardisation and accountability.

PROSERVARTNER APPROACH:

Reviewed roles and competencies, identified critical roles and downstream impacts, supported tailored communications and assessed KPI changes after implementation.

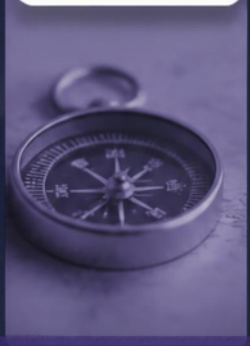
OUTCOMES:

Improved span of control and segregation of duties, enabled process specialisation and supported further standardisation and productivity improvements.

CASE STUDY 27

Fuji Film Europe: Shared service transition

FUJI FILM
Value from Innovation



CHALLENGE:

Finance teams faced cost pressure, fragmented processes and resistance to change, while the business sought stronger business partnering.

PROSERVARTNER APPROACH:

Mapped processes, built the shared-services business case, established cross-functional workshops and supported stakeholder engagement and transition planning.

OUTCOMES:

Secured senior-management approval for the plan and helped shift initial resistance towards acceptance and support for transition.



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



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

Measurable results

CASE STUDY 28

PANTHEON



Pantheon: Investment Advisor Report automation

CHALLENGE:

The operations and reporting team manually produced and validated **around 200 investment reports each quarter**, including checks against **approximately 100 rules per report**.

PROSERVARTNER APPROACH:

Defined and implemented an automated PDF-checking process with exception management, working with process owners through design, testing, deployment and hypercare.

OUTCOMES:

Automated the checking process and reduced manual involvement by **80%,** leaving staff to focus on exceptions.

CASE STUDY 29

LEADING MANUFACTURER



Leading manufacturer: Invoice capture using IDP and RPA

CHALLENGE:

Manual invoice capture created processing effort and data-entry risk across supplier documents and finance systems.

PROSERVARTNER APPROACH:

Deployed intelligent document processing and RPA to read, understand and extract information and transfer it into the relevant process.

OUTCOMES:

100+ tickets/ day processed by Bot

Reduce processing time . Improve accuracy . Improved control of activity by using bot logs



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



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

CASE STUDY 30

CONSTRUCTION COMPANY



Construction company: Backlog clearing automation

CHALLENGE:

Facility managers received **more than 500 project emails per day** and spent substantial time extracting data and updating schedules across applications.

PROSERVARTNER APPROACH:

Built a bot to extract SAP data and send personalised task and open-item lists to facility managers.

OUTCOMES:

Reported **100% accuracy**, an **80% reduction in processing time** and return on investment **within six months.**

CASE STUDY 31

EUROMASTER



Euromaster — Fleet management automation

CHALLENGE:

Vehicle fleet records for **more than 50,000 vehicles** across Europe were updated manually, requiring several FTE and creating error risk.

PROSERVARTNER APPROACH:

Implemented UiPath automation to extract source data, update the Tyrecheck application and notify teams when human input was needed.

OUTCOMES:

Achieved a straight-through processing success rate **above 90%**, with faster processing and **improved data quality.**



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



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

CASE STUDY 32

Infineum: BPO/ITO tendering and negotiation support



CHALLENGE:

Infineum needed to select the right outsourcing partner within a challenging timeline, across a broad, multi-function BPO and ITO scope, while aligning with its wider transformation agenda.

PROSERVARTNER APPROACH:

Provided end-to-end tender support spanning strategy, RFI/RFP/RFQ, BAFO and contract award; developed baseline scope and volumes; supported the business case and target operating model, and advised on transition planning, contract risk and negotiation.

OUTCOMES:

Agreed contracts supporting the new operating model; established a transparent selection process; supported negotiation of contract-cost changes and transition blockers; and provided coaching and knowledge transfer.

CASE STUDY 33

DFDS Logistics and Seaways: Shared-service and outsourcing design and transition



CHALLENGE:

Fragmented, high-cost finance processes and limited capacity for change made it difficult to improve business partnering and transition transactional work into shared services.

PROSERVARTNER APPROACH:

Mapped processes and separated retained versus shared-service activity; ran business-impact analysis and stakeholder workshops; managed transition of approximately 120 FTE across Nordic and Northern European locations; and supported structured delivery teams.

OUTCOMES:

Delivered a lean transition methodology, strengthened the business-partnering model and service delivery, addressed resistance to change, and handed over continuous-improvement capability to the client.



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



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

CASE STUDY 34

Crown:
Shift from market-oriented to process-oriented structure



CHALLENGE:

The existing organisation needed to move towards a process-based structure to improve consistency and delivery.

PROSERVARTNER APPROACH:

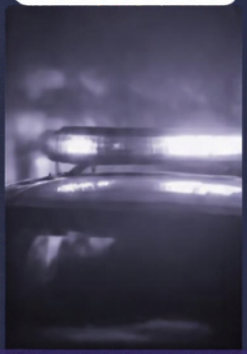
Supported design and implementation of an organisational structure aligned to process delivery, including invoice processing and query resolution.

OUTCOMES:

Improved span of control and segregation of duties . Process centricity leading to specialism – Level 2 and Level 3 converted to subprocess view from country view. Further process standardization and productivity increase enabled

CASE STUDY 35

West Mercia Police:
Developing future shared services infrastructure



CHALLENGE:

Two UK police forces needed to challenge established ways of working and identify process-led improvements for a sustainable shared services model.

PROSERVARTNER APPROACH:

Supported review of processes and future service delivery arrangements, helping stakeholders assess opportunities and shape a future-proof operating model.

OUTCOMES:

20% time savings

Business case approved for implementation. Strong team buy-in achieved through effective change management.Reduced manual effort, errors and rework, creating opportunities for cost savings and headcount reduction.



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



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

DATA, SYSTEMS & CHANGE

Embedding sustainable transformation - beyond process and technology

CASE STUDY 36

Global ERP — Standardisation through a single ERP



CHALLENGE:

System changes were being considered without sufficient attention to end-to-end processes and downstream impacts on other departments.

PROSERVARTNER APPROACH:

Supported global ERP standardisation, bringing process owners together to consider cross-functional impacts and more consistent ways of working.

OUTCOMES:

13-country ERP rollout across APAC, Europe and the US.
Robust global processes and policies implemented.
Successful month- and year-end closes across all countries.

CASE STUDY 37

Feasibility, design and transition — EMEIA finance shared services



CHALLENGE:

The client wanted to assess which EMEIA finance processes could be migrated to shared services and how to deliver cost efficiency in a global model.

PROSERVARTNER APPROACH:

Assessed migration feasibility, supported the shared services design and transition plan, and considered language and location requirements across Bangalore and Wroclaw.

OUTCOMES:

30% cost reduction
20-month payback

65% of finance activity migrated to Bangalore and Wroclaw.
Standardised EMEA processes across P2P, O2C and R2R.

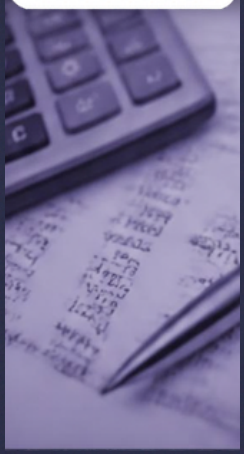

Dhru Patel
COO · dhrupad.patel@proservartner.co.uk


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

HR TRANSFORMATION

Optimising people, processes and technology to build a smarter, more agile HR function.

CASE STUDY 38



AAK:
Building a Scalable, Compliant and Future-Ready Centre of Excellence

CHALLENGE:

AAK needed to transform its European HR Centre of Excellence (CoE), addressing inconsistent processes, fragmented governance, manual workflows and GDPR compliance risks.

PROSERVARTNER APPROACH:

Delivered an HR maturity diagnostic, developed a comprehensive CoE Playbook and GDPR roadmap, and identified 30+ automation opportunities to standardise processes and strengthen governance.

OUTCOMES:

Increased HR CoE maturity from **3.2 to 4.0,** identified **€250k** in recruitment savings and **50%** onboarding productivity gains, enabling a scalable, compliant and strategically aligned HR function.

CASE STUDY 39



Novanta:
Shared Services Transformation. Driving Efficiency and Cost Reduction

CHALLENGE:

Two UK police forces needed to challenge established ways of working and identify process-led improvements for a sustainable shared services model.

PROSERVARTNER APPROACH:

Supported review of processes and future service delivery arrangements, helping stakeholders assess opportunities and shape a future-proof operating model.

OUTCOMES:

Identified opportunities to reduce HR and Finance operating costs by **40%,** deliver **24.5 FTE** efficiencies and unlock **$1.2 million** in additional savings, supported by a clear transformation roadmap and benefits realisation plan.



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



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

HR TRANSFORMATION

Optimising people, processes and technology to build a smarter, more agile HR function.

CASE STUDY 40

CROWN



HHS HIRE: Reducing Costs and Improving Operational Efficiency

CHALLENGE:

HSS Hire needed to rapidly reduce overhead costs to meet new financing requirements, while addressing outdated technology, lengthy month-end close processes and fragmented systems.

PROSERVARTNER APPROACH:

Conducted a rapid diagnostic using LEAN workshops to identify and prioritise improvement opportunities. Identified 161 major process changes alongside hundreds of quick wins, supported by structured change management, implementation tracking and a future technology roadmap.

OUTCOMES:

Delivered **significant reductions in HR costs and headcount**, improved decision-making and strengthened collaboration between local entities and the HR Shared Services Centre, creating a more **efficient operating model**.



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
Contact us for a free assessment.

UK · HEADQUARTERS -LONDON
52 Grosvenor Gardens, Victoria
London SW1W 0AU, United Kingdom
+44 (0)203 143 2515

PL · WARSAW
Adama Branickiego 15, 02-972
Warszawa, Poland
+48505998772

PL · GDANSK
Leśna 1, 81-876 Sopot Gdansk,
Poland
+48505998772

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

HEALTHCARE & PHARMA
SmithNephew · stryker · Takeda · AstraZeneca

FINANCIAL SERVICES & INSURANCE
STARR · fiserv. · Zurich · Pantheon

TECHNOLOGY, MEDIA & ENTERTAINMENT
OAG · OLX Group · Ashling · Guidewire · Delivery Hero · zalando · Schibsted · WNS · informa · travel counselors

CHEMICALS, UTILITIES, INFRA & LOGISTICS
ENGIE · Elementis · Cadent · EDF · aggreko · Johnson Matthey

Ready to start? Let's talk.

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

www.proservartner.co.uk



www.proservartner.co.uk