

# In-House Shared Services Centers



---

Global diversified  
technology and industrial  
leader serving customers in  
more than 150 countries

---

## Business Need

- Inefficient decentralized AP process lacked standardization; caused posting delays
- Significant processing costs for 2.5M invoices
- Difficult discrepancy resolution process
- Multiple business units running disparate SAP systems

## Solution

- Dolphin PTS with optimized processes, including OCR for invoice capture and vendor portal

## Results

- Cost savings >\$7 million
- Improved process control and visibility
- Ability to handle new business acquisitions with existing shared services staff
- Received Chairman's Award