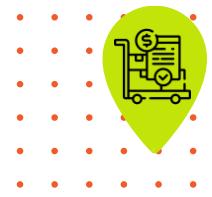


## CASE STUDY



# Delivering 100% Process Accuracy, Scalable Growth, and Resilient Procurement Operations for a Global FMCG Enterprise



With a structured and scalable approach, IGT Solutions' deep process expertise and a highly responsive team helped deliver significantly improved process accuracy, efficiency, and continuity across all the procurement functions.

A global fast-moving consumer goods (FMCG) enterprise faced growing operational complexity driven by expanding supplier networks, high transaction volumes, and diverse regional requirements.

The client faced increasing complexity in managing high-volume, multi-geography purchase orders, ensuring timely order closure, resolving invoice mismatches, and maintaining accurate vendor master data. These challenges increased the need to support multilingual operations while maintaining consistency, compliance, and accuracy at scale. To address this without increasing internal overhead, the client required a reliable and flexible procurement partner that could deliver end-to-end operational excellence.

### CENTRALIZED AND MULTILINGUAL END-TO-END PROCUREMENT OPERATIONS

The client engaged IGT Solutions to deliver end-to-end procurement operations, covering purchase order creation from approved requisitions, policy-compliant processing, and comprehensive order lifecycle management through closure. A dedicated team of 85+ FTEs, based in Bucharest, Romania, provides centralized, multilingual procurement support across multiple markets in English, German, and Ukrainian. The solution is tightly integrated with the client's procurement ecosystem, leveraging platforms such as SAP, Coupa, Aravo, Tungsten, Kofax, Pega, KNIME, and Power BI to ensure efficiency, accuracy, and business continuity.

The team proactively manages supplier follow-ups to resolve delays, pricing discrepancies, and order-related issues. It handles invoice exceptions, including blocked invoices, claims, credits, returns, and exchanges. Additionally, the team maintains vendor master data through structured supplier onboarding, ensuring ongoing data accuracy and compliance across all systems.

### DRIVING MEASURABLE BUSINESS IMPACT AND IMPROVED OPERATIONAL OUTCOMES

The engagement delivered measurable and sustained business impact, achieving 100% process accuracy to ensure compliance and operational reliability. The scalable and flexible operating model enabled the client to support fluctuating procurement volumes and regional expansion with ease, while a resilient offshore delivery setup ensured uninterrupted business continuity. In parallel, optimized operational costs were realized without compromising service quality, and faster resolution of order- and invoice-related issues significantly improved the overall supplier experience.

The partnership is expected to deepen further, with plans to expand the scope of work and increase the statement of work in the near term to support evolving business needs and growth objectives.

### AT A GLANCE

#### INDUSTRY

FMCG

#### THE CLIENT

The client is a large and global Fast-Moving Consumer Goods (FMCG) enterprise

#### CHALLENGE

Heightened procurement complexity due to high-volume, multi-geography transactions, invoice and vendor data challenges, and the need for consistent, multilingual operations at scale—without increasing internal overheads

#### SOLUTION

Delivered an end-to-end procurement operations model, supported by 85+ multilingual FTEs, ensuring compliant order management, proactive supplier and invoice issue resolution, accurate vendor data management, and business continuity across multiple markets

#### RESULTS

- 100% Process Accuracy
- Scalable and flexible support for fluctuating volumes
- Uninterrupted business continuity
- Optimized operational costs
- Improved supplier experience