

“The HICX team is great! We have an overall great customer satisfaction rating and our relationship is completely headache free. It’s very reassuring to know all of our requirements are being met, while not consuming our own time.”

- Head of Supply Chain Finance Products

Need:	Outsourced transactional processes within supply chain finance
HICX Modules:	HICX Business Process Outsourcing: Supplier Identification & Qualification
Impact:	\$220 thousand in hard-dollar savings annually Onboard time reduced by 18 days

Challenges	Solution	Results
<ul style="list-style-type: none"> Manual process for onboarding suppliers into their supply chain finance system to run programs for customers Time-consuming process to collect information for each customer’s suppliers Excessive time spend on telephone and email to vet suppliers Data could not be stored in the same database due to data privacy and information security requirements Unable to have supplier self-servicing, as their system was behind their firewall 	<ul style="list-style-type: none"> End-to-end supplier onboarding process in accordance with client’s SOP Initial collection and periodic maintenance of supplier data and documents Vetting of all suppliers to ensure their validity through a calling service Ad-hoc collection of D&B credit reports for large-volume suppliers 	<ul style="list-style-type: none"> Reduction of 2 FTE from transactional work Consistently applied process across all suppliers Reduced overall onboarding times, by 18 days on average Improved compliance