



Johnson Controls (JCI) is a global diversified technology and multi industrial leader serving a wide range of customers in more than 150 countries. JCI was establishing a Global Enterprise Solution to standardize their P2P, Order-to-Cash and Record-to-Report processes and create a Shared Service.

CHALLENGES/OPPORTUNITIES

ERP Challenges

- 169 Disparate Systems
- No Standard Templates on Multiple ERP Instances
- No Integration between Finance and Procurement
- Support Manufacturing and Services

Processing Center Challenges

- Multiple Processing Centers
- Procurement and Finance Centers across many countries
- Non-standard processes
- Labor intensive



SOLUTIONS

Establish a Shared Service Center Model

- One Shared Service Center in each Region
- Single Global Process
- Consolidation of Workforce
- Invoice Automation
 - Invoice Matching
- Requisition Automation
 - Global Supplier Data Management
- Report Automation
 - Business Intelligence
 - Master Data Management