CASE STUDY

Streamlining Control Accounts for leading Credit Card Company

ABOUT THE CLIENT

Our client is a premier credit card company with a robust pan-India network and global reach, delivering a wide spectrum of credit card solutions to businesses and consumers. With innovation and sustainability at its core, the company enjoys a strong reputation for excellence.

BUSINESS CHALLENGE

Deficiencies in system-driven controls and reconciliation governance limited the reliability and accuracy of control account balances. Major challenges

- Manual control account entries compromised audit trail integrity and impacted stakeholder confidence.
- Delayed reconciliations caused unreconciled ledger balances beyond TATs, escalating disputes and chargeback exposure.
- Outstanding interchange fees and merchant settlement balances posed risks to financial reporting accuracy and payment settlement efficiency.
- FX rate volatility not accounted timely, resulting in unreconciled foreign exchange ledger balances and creating material financial reporting risks.

OUR SOLUTION

Accounting Flow & Controls Conducted comprehensive root cause analysis to identify and address deviations in system-driven accounting flows, resulting in strengthened controls over manual postings.

Workflow Redesign Redesigned end-to-end accounting workflows to facilitate automated settlement processes, ensuring timely and accurate clearance of control accounts in adherence to defined turnaround times (TATs).

Reconciliation Realignment Undertook a strategic realignment of reconciliation activities, optimizing resource deployment with a focused approach toward high-risk and critical accounts.

System Error Resolution Proactively identified system posting errors and collaborated closely with software vendors to diagnose issues and implement timely corrective fixes, minimizing operational disruptions and financial misstatements.

SOPs & Documentation Developed and institutionalized a suite of standardized documentation including SOPs and a comprehensive accounting manual, establishing clear processes for consistent and accurate ledger management.

BUSINESS IMPACT DELIVERED

- The end-to-end approach taken by Valueonshore Advisors resulted in considerable improvement
- Strengthened reconciliation processes, leading to a significant drop in unreconciled balances and improved accuracy and controls while delivering cost efficiencies through significant man-hour saving
- Implemented DOA and SOD, reinforced through training and a reconciliation SOP, to improve efficiency and controls

ABOUT US

Valueonshore ("VOS") Advisors is a global business advisory firm of Big 4 alumni and industry leaders, supporting financial executives on complex, high-impact matters across accounting, M&A, risk, and managed services. Founded in 2009, the firm has grown to ~400 professionals across the **U.S.**, **India**, and the **UAE**, serving mid-cap and high-growth companies as a trusted partner in navigating complexity and driving value.

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