Honeywell International is a Fortune 100 global diversified technology and manufacturing leader. Each of the company’s four businesses - Aerospace, Automation and Control Solutions, Transportation Systems, and Specialty Materials - has operations in India. Honeywell has set up state-of-the-art manufacturing and engineering operations for its automation, turbocharger and refining businesses and operates its global centres of excellence for research, product development and innovation in India. Honeywell directly employs more than 10000 people based in Delhi, Pune, Bangalore, Hyderabad, Chennai, Gurgaon, Madurai and several other cities.

In Gurgaon, Honeywell has teams supporting the Aerospace, Specialty Materials, Security, Life Safety and ADI business groups. A new Life Safety factory has been commissioned in Gurgaon in March 2008 while the Global Customer Support Centre (GCSC) supports Honeywell businesses worldwide by helping them create value for their customers and stakeholders through off-shoring solutions.

Objectives

While Honeywell has been an early player in India since 1987, it has already been an established Industry leader since 1906. The Honeywell Internal Audit team needed a powerful audit solution to monitor high risk areas such as Detecting Duplicate Invoices based on multiple criteria which has not been possible within the SAP ERP itself. While a wider roll out is planned, the following KPI is managed with the Assure Internal Audit SAP Solution:

- Duplicate Invoice

With over millions of transactions registered each month in the SAP ERP, Honeywell Internal Audit team were challenged with existing Auditing tools. SSPL was able to provide the right solution customized to Honeywell’s needs. The Assure Internal Audit SAP solution was able to identify and prevent sizeable high value losses.

While data compatibility is a common challenge for enterprises, the Assure solution easily handles multiple data and report formats. Assure Internal Audit SAP uses a SAP certified SAP connector to achieve connectivity with SAP ERP.

Assure Internal Audit SAP automated the process of running custom analytics with a point and click interface.
Implementation and Planning

Honeywell worked with Substratal Solutions Private Limited (SSPL) to implement the automated solution, which ensured a smooth rollout. SSPL Consultants and trainers continue to provide issue resolution and technical support whenever the Honeywell team encounters difficulties. The SSPL Assure IA SAP implementation established a series of custom analytics in multiple key areas among which Duplicate Invoice Analysis is one.

Results

Honeywell has applied the SSPL Assure Internal Audit SAP Solution to:

- Complete a 1 month Intelligent Duplicate Invoice Detection process in under 15 minutes
- Gain proactive insight into fraud and errors
- Improve the audit process and increase team communication by storing analytics, reports and other documentation in a sharable folder

The Assure solution has enabled Honeywell to identify and mitigate revenue leaks and proactively monitor all transactions for errors and fraud. The technology was implemented ahead of schedule, on-budget, and has already produced significant results for this age old player. The Assure solution has also improved Revenue Assurance team communication with management and business stakeholders. Instead of exchanging cumbersome emails, staff can upload a wide variety of work files to the secure central repository. It’s easy for audit to share work and reports, exchange comments and maintain an efficient workflow.

Next Steps

After a successful Assure Internal Audit SAP rollout and more than 112 years of strong results, Honeywell plans to extend the SSPL Assure technology as a single, standard solution for all revenue assurance, data verification and reporting activities. The Assure solution will enhance control monitoring and make it possible to cross-check inter-departmental reports.

About SSPL

Substratal Solutions Private Limited (SSPL) is a consulting firm specializing in customized services and solutions. It has team of professionals in the areas of Risk Management, Assurance Services, and Internal Audit, Fraud Management and Information Security services working in tandem for its esteemed clients since its inception in 1984. We also conduct professional training in the areas of Data Analysis, Forensic Audit, Business Assurance Methodology and IT Security Audit. SSPL is Master Trainer (ACL Desktop, Network Server and AX2 platforms) Partner for ACL Services Limited in Asia, ACDA (ACL Certified Data Analyst) qualification and Intermediate Certified Technical Support. SSPL was awarded for highest growth rate Year Over Year Award 2007 by ACL Services Limited.