



# Digital Transformation: Enhancing Order-To-Cash

L'ORÉAL  
HONG KONG



## L'Oréal Hong Kong and Commerce-Connections Collaborate to Streamline Order-to-Cash, Managing Billions of Transactions

### Solution Overview

L'Oréal Hong Kong recently underwent a global digital transformation initiative to enhance productivity and improve business processes. One of the key steps in this initiative was to migrate to the cloud, and some of the legacy systems were ready to be moved to the cloud. However, this migration required the development of new business logic and processes to fulfil the new requirements.

As part of the transformation, the ordering process needed to be re-innovated to adapt to the new changes. This involved identifying the existing pain points in the ordering process, such as manual data entry, lack of real-time visibility, and lengthy approval processes. The team then worked to develop a new ordering process that addressed these pain points and leveraged the benefits of the cloud.

The new order-to-cash portal was designed to be more streamlined, efficient, and user-friendly. It was also integrated with L'Oréal Hong Kong's existing systems, such as the ERP, to provide real-time visibility into orders and inventory. The team also incorporated automation into the process, such as automated data entry and order approvals, to further improve efficiency.

The migration to the cloud and the re-innovation of the ordering process have resulted in significant benefits for L'Oréal Hong Kong. These benefits include improved productivity, reduced manual effort, increased order accuracy, and faster order processing times.

The global digital transformation initiative has been a success for L'Oréal Hong Kong, and the company is now better positioned to adapt to future changes and challenges in the industry.

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“I will consider

Commerce-Connections

as a partner rather than

just a vendor.”

**Jeff Tan**

IT Manager, L'Oréal Hong Kong

## The project involved several key steps, including:

**Identifying and defining objectives:** The first step was to define the objectives of the project, including improving efficiency, reducing errors, and enhancing customer experience.

**Workshop:** A workshop was conducted to understand the business processes and workflows involved in the order-to-cash cycle, including order capture, credit control, billing, payment, and collections.

**Comprehensive analytics:** Commerce-Connections then conducted a comprehensive analysis of L'Oréal Hong Kong's existing order-to-cash processes to identify areas for improvement.

**Bespoke order-to-cash portal building:** Based on the analysis, Commerce-Connections designed and built a customized order-to-cash portal that met L'Oréal Hong Kong's unique business requirements.

**Commerce-Connections' Translation Services to SAP:** The team also provided translation services to integrate the new portal with L'Oréal Hong Kong's SAP system.

**IT investigation:** Commerce-Connections conducted an investigation of L'Oréal Hong Kong's IT infrastructure to identify any potential issues that could impact the implementation of the new portal.

**IT project management:** The team provided project management services to ensure the implementation was completed on time and within budget.

**IT enhancement:** Commerce-Connections also enhanced L'Oréal Hong Kong's existing IT infrastructure to support the new portal and ensure its smooth operation.

**IT strategisation:** The team helped L'Oréal Hong Kong develop a long-term IT strategy that aligned with its business goals.

**IT planning:** Commerce-Connections provided IT planning services to help L'Oréal Hong Kong identify and prioritize future IT projects.

**Performance monitoring and testing:** Finally, Commerce-Connections conducted extensive testing to ensure the new portal met L'Oréal Hong Kong's performance requirements.

The partnership between L'Oréal Hong Kong and Commerce-Connections resulted in a highly effective and efficient order-to-cash portal that streamlined processes, reduced errors, and improved customer experience.



## SOLUTION BENEFITS

After undergoing the above project, L'Oréal Hong Kong experienced a range of benefits, including:

**Improved Efficiency:** The new order-to-cash portal streamlined the company's processes, reducing errors and manual effort. This led to increased efficiency and productivity, as well as faster order processing times.

**Better Customer Experience:** The new portal provided real-time updates on orders and inventory, improving customer experience and satisfaction.

**Increased Accuracy:** The automated data entry and order approvals reduced errors, resulting in increased accuracy and fewer customer complaints.

**Improved Visibility:** The portal was integrated with L'Oréal Hong Kong's existing systems, such as the ERP, providing real-time visibility into orders, inventory, and customer data.

**Scalability:** The platform architecture was designed to be scalable, enabling the company to adapt to future business needs and growth.

## COMMENTS FROM OUR CUSTOMER

According to Jeff Tan, IT Application Manager at L'Oréal Hong Kong, ensuring operational efficiency is always a top priority. L'Oréal HK recognized the need to focus resources on critical processes to maintain seamless business operations. To achieve this, the company turned to external consultants with specialized expertise in digital transformation services.

With several successful projects already completed with Commerce-Connections, L'Oréal HK identified them as a long-term technology partner with a high level of business processing experience and specialist digital transformation knowledge for the supply chain. Commerce-Connections' professionalism and wide range of products and services have been key to solving previous issues and providing guidance on process improvements.

For the digital transformation projects needed to adapt to changes in the industry, L'Oréal HK partnered with Commerce-Connections once again.

Overall, the collaboration with Commerce-Connections has helped L'Oréal HK achieve its operational goals and position the company for continued success.

## About Commerce-Connections

Founded in 1999 as a provider of B2B/EDI software and services enabling organisations to gain visibility and control over their supply chains, cut costs and reduce cycle times.

Headquarters in Chobham, Surrey, with branches in Hong Kong, Singapore and Germany for wider global reach.