



Increasing Efficiency and Visibility, Avoiding 40+ Hours a Month of Manual Accounting Work



THE CHALLENGE

G4S is a global security firm providing security personnel, consulting and risk management services, and technology systems such as access control, alarm networks, video monitoring, and drone surveillance. The London-based company is a key part of Allied Universal, with over 800,000 employees across 90 countries.

In the past, accounting staff at a shared services center in the UK handled balance sheet reconciliations manually in spreadsheets. The process was slow, cumbersome, prone to human error, and did not provide visibility into status or exceptions. With similar challenges in journal entries and other areas, G4S recognized that its traditional manual approach was not sustainable and began exploring finance automation solutions.



WHY BLACKLINE

BlackLine emerged as a preferred solution partly because of its pre-built integration with SAP, G4S's ERP platform. "One of the big selling points was that

INDUSTRY

Security Services

REGION

Global

DATE OF ADOPTION

2016

ERP

SAP S/4HANA

PRODUCTS USED

BlackLine Invoice to Cash, Account Reconciliations, Journal Entry, Task Management, Transaction Matching

BUSINESS BENEFITS

Time savings of 39 hours per month; invoice processing in minutes, not days; improved visibility and accuracy; swift adoption with intuitive ease of use

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A big benefit with BlackLine is how easy it is to use. People really like BlackLine, even new people coming into the business. We hardly trained them because it's quite intuitive, and that for us was a game changer.

Daphne Sherriff

Finance Process Lead, G4S

BlackLine provides pre-configured connections with SAP that you just implement, and the two systems speak seamlessly,” says Daphne Sherriff, finance process lead at the UK shared services center. “That is a big, big benefit.”

Once live, G4S found it straightforward to integrate an upgrade to SAP’s S/4HANA platform with BlackLine and has enjoyed cost transparency and strong support. “I’ve worked with a number of software companies, and BlackLine is definitely easier to work with than the others,” Sherriff says. “BlackLine is very transparent on cost, and staff is very friendly. If they don’t know an answer, they’ll find it.”



THE RESULTS

Time saving of 39 hours per month. G4S automatically creates customer and supplier invoices from the same journal entry definitions in BlackLine, with the capacity to process thousands of transactions per file. This process takes just 10 minutes a week, compared to a full day per week if done manually—a net savings of approximately 39 hours a month.

Invoice processing in minutes, not days. In another sizable gain through automated journal definitions, G4S needs just 10 minutes to automatically process data and invoices from a portal through which temporary staff are booked and managed. If handled manually, this task would take two to three days, covering up to 10,000 weekly transactions associated with 40 to 50 supplier invoices.

Improved visibility and accuracy. G4S has dramatically improved visibility into reconciliations and journal entries with BlackLine, quickly identifying and resolving discrepancies while optimizing resource allocation. Eliminating manual work has minimized human error, enhancing confidence in the accuracy of financial data.

Swift adoption with intuitive ease of use. BlackLine’s intuitive ease of use has helped accelerate adoption across finance and accounting staff and increased the value G4S derives from the solution. New hires can quickly learn and utilize BlackLine without extensive training, further streamlining processes.