



Cigniti Achieves 5x Faster Billing, Automates Multi-Subsidiary Consolidation with NetSuite OneWorld and OpenAir

Headquartered in India, Cigniti’s digital services have expanded to include intelligent automation, big data analytics, cloud migration assurance, 5G assurance, and customer experience assurance. With more than 3,300 employees across 11 offices and seven subsidiaries in nine countries, Forbes has recognised it as one of “Asia’s 200 Best Under A Billion” companies, and it’s grown an average 7% year-on-year since its founding in 1998.

With its large customer base, Cigniti generates around 700 invoices per month. The team was using spreadsheets to manage these, resulting in a billing process that took up to 25 days. Creating quarterly financial statements required manually consolidating financial data from its seven subsidiaries operating in nine currencies, a process that took two weeks or more to complete.

Cigniti deployed NetSuite OneWorld two years ago, alongside OpenAir, NetSuite’s professional services automation (PSA) solution. Cigniti now automatically consolidates its financial data in real time, including outstanding payables and receivables, across its subsidiaries. It’s shortened the customer billing process to five days and the partner billing process from three weeks to one. Furthermore, the team has halved its quarterly audit time to three weeks.

“NetSuite provides us the scalability and visibility we need to deliver products better, faster and more efficiently.”

Jagdish Kumar, Senior Vice President, Cigniti

