

# Avon's Finance Transformation: Scaling Compliance and Automation with Trintech

## Overview

As one of the most iconic beauty brands in the world, **Avon** has always been in the business of transformation—and not just for its customers. Over the past decade, Avon's finance organization underwent a significant evolution, centralizing operations and modernizing its record-to-report (R2R) processes.

The goal? Enhance compliance, simplify global operations, and automate at scale. At the heart of this initiative was **Cadency by Trintech**, a solution that has empowered Avon to optimize performance, reduce manual work, and strengthen internal controls across its entire finance ecosystem.

## The Challenge: Disconnected Systems and Compliance Risks

Before partnering with Trintech, Avon faced a common challenge in large multinational enterprises: fragmented finance processes across multiple markets and heavy reliance on manual work. This created inefficiencies and made consistent compliance difficult.

Two major transformation drivers emerged:

- **Centralization & Outsourcing:** Around 2010, Avon began consolidating finance operations via a shared services and BPO model.
- **Compliance Reinforcement:** More recently, the company doubled down on strengthening internal controls and governance frameworks across the board.



## How Avon Streamlined Global Finance Operations and Enhanced Compliance Across 50+ Markets

**Industry:** Consumer Goods

**Solution:** Cadency by Trintech

**ERP:** Oracle Enterprise One

**Geography:** Global – 50+ Markets

**Team Size Impacted:**  
Central Accounting COE + Controllership  
+ Internal Controls

## The Solution: Trintech as the Backbone of Finance Automation

Avon deployed Trintech's Cadency Platform in two key phases:

### 1. Initial Rollout with BPO Integration:

Initial Rollout with BPO Integration: The initial implementation featured Cadency's Journal Entry, Certification, and Close modules, providing robust support for outsourced operations within a centralized, streamlined platform. Each month, approximately 4,000 reconciliations are managed through Cadency, achieving an impressive 50% auto-reconciliation rate. Additionally, around 7,000 journals are processed monthly, with fewer than 0.5% requiring rework, reflecting high accuracy and efficiency.

### 2. Global Expansion & Automation: Avon expanded Cadency internally, tightly integrating it with automation tools and aligning it with evolving compliance standards.

Key capabilities included:

- **ERP Integration:** Avon successfully integrated it with Oracle Enterprise One, overcoming early challenges to create a seamless flow between systems.
- **Automated Workflows:** Using Trintech's AI Agents, journal entries and reconciliations are now processed automatically, reducing manual input.
- **Access Governance:** Integration with other systems ensures access controls and user provisioning are managed through secure, automated workflows.
- **Tracking KPIs:** Monitors automated reconciliation and journal volumes, tracks reworks and rejections, and identifies overdue tasks to manage workflow pressure.

## Results: Real, Measurable Impact

Avon's commitment to automation and process excellence delivered significant benefits:

- ✓ **10–15 FTEs eliminated** in journal processing through automation alone
- ✓ **Recurring cost savings** and consistent productivity with no additional headcount despite steady workloads
- ✓ **Stronger internal controls**, central visibility, and reduced audit risks
- ✓ **Reduced manual intervention**, with preparers accessing the process through workflows while approvers and reviewers use Cadency directly
- ✓ **Scalable solution** that aligns with Avon's continuous improvement strategy

## Looking Ahead: Continuous Improvement at the Core

Avon is not stopping here. The finance team continues to explore:

- Expanding into new Cadency modules, such as Cadency Compliance and Cadency Match
- Further ERP automation, embedding certification-relevant data into Oracle processes
- Full API connectivity, especially for access management and account creation

## Conclusion

Avon's journey with Cadency by Trintech is a blueprint for global organizations seeking to modernize finance. By combining strategic centralization with powerful automation, Avon created a lean, compliant, and scalable finance operation that's built for the future.



“

Cadency has delivered value not just as a tool—but as an enabler of our global automation strategy. The real power came from integrating it with smart technologies to eliminate effort while enhancing compliance.”

**Stefania Casalinuovo**

Digital & Automation COE Lead

**Avon**

### About Avon

Avon is a global beauty company with a history spanning over 135 years, known for its social selling model and focus on empowering women through economic opportunity and supporting causes that matter to them.

## About Trintech

Trintech gives people time back for what matters most.

Our cloud-based platform and solutions enable thousands of clients worldwide to lead productivity transformation across their finance and accounting organizations — driving efficiencies, ensuring accuracy to mitigate risk, and empowering strategic decision-making.

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