

Scaling Financial Operations with Confidence: How a Global Insurance Leader Transformed Finance with Trintech

The Challenge: Growing Pains in a Rapidly Evolving Business

As one of the world's leading insurance organizations, this company faced growing pressure to scale its finance operations while maintaining control and compliance. Manual processes, heavily reliant on SharePoint and spreadsheets, were straining under the weight of global growth. Reconciliation oversight varied by region, introducing compliance risk and creating bottlenecks.

With the business expanding rapidly, the existing systems lacked the agility to keep pace. The company faced limited visibility and inconsistent control across its global balance sheet. Manual processes and regional variations in reconciliation templates and approvals led to inefficiencies, audit risks, and delayed reporting. Without centralized dashboards, tracking and resolving issues was time-consuming and costly making it difficult to scale effectively.

Transformation Goals: A Unified, Scalable Financial Backbone

To overcome these obstacles, the organization sought to build a more resilient and scalable financial operations framework. Their priorities included:

- Replacing fragmented tools with a single global platform
- Automating low-value, repetitive work to free up resources
- Introducing real-time visibility into close and reconciliation tasks
- Achieving cost and time savings while enhancing compliance

In Brief:

Industry:

- Insurance

Solution:

- Trintech's Cadency Certification, Close, and Match

Reach:

- 1,100+ users across 50+ countries

Monthly Reconciliations:

- 18,000

Balance Sheet Coverage:

- 98%+



The Solution: Cadency by Trintech

To achieve its goals, the company deployed Trintech's **Cadency platform**, unifying reconciliation, close, and matching processes under one intelligent system. The implementation focused on four strategic pillars:

1. Certification – Streamlining Reconciliations at Scale

Cadency Certification replaced manual processes with automation across more than 18,000 reconciliations monthly. This covered over 98% of their balance sheet and resulted in major efficiency gains:

- Initial implementation of Certification reduced reconciliation preparation time by **25%**
- Further automation through **Certification RPAs** saved an additional **~10 minutes per reconciliation**, totaling **over 2,000 hours saved per month**
- Automated prep and file uploads **reduced human error**
- **Open item** details became easily accessible for **quick resolution**
- Visibility and monitoring thanks to integration with PowerBI dashboards

2. Risk-Based Optimization – Work Smarter, Not Harder

Rather than reconciling every account every month, Cadency enabled a **risk-based approach**. Reconciliation frequency was determined by materiality thresholds and general ledger movement, allowing the company to:

- Confidently skip 40–50% of reconciliations in non-quarter-end months
- Apply global standards while accommodating local exceptions

3. Close – Centralized Control with Real-Time Insights

With Cadency Close, the finance team gained transparency into month-end activities across all regions. Key features included:

- Automated email reminders and task delegation
- Bulk task actions to reduce administrative overhead
- Standardization of tasks enabling analytics leading to shortening month end close by 2 days from WD7 to WD5

4. Match – Automated Carrier Reconciliation Made Easy

Reconciliation of insurer statements and broker invoices was previously time-consuming and inconsistent. Cadency Match brought automation and intelligence to the process:

- Smart matching rules handled complex scenarios (1:1, 1:many, many:many) with configurable tolerances
- Manual override and audit trails supported exception handling and regulatory needs
- Imports from various systems were harmonized, with real-time alerts and exportable reports (Excel, CSV, etc.)

The Journey: From Fragmentation to Global Consistency

1. Foundation (2012–2014):

Visibility & Control

- Initial deployment targeted account reconciliations.
- Rolled out to major finance hubs including North America, UK, and Central Europe.
- Introduced audit remediation workflows to support standardized control and process visibility.
- Regional finance centers established to centralize operations and governance.

2. Expansion & Maturity (2015–2018):

Global Standardization

- Achieved global close tracking across 126 entities, with certification live in over 50 countries.
- Adoption scaled across Europe, Latin America, and Asia-Pacific.
- Extended scope to include Controllershship, with global process monitoring in place.
- User base grew to 1,100+, supporting comprehensive balance sheet coverage.

3. Optimization & Efficiency (2019–2024):

Automation & Insights

- Extended implementation to business operations and outsourced finance teams.
- Leveraging automation to achieve further efficiencies with high-volume transactions.
- Reached additional regions in Eastern Europe, Africa, and Asia.
- Enhanced with dynamic templates, real-time risk rating, and system integration.
- Transitioned from standardization focus to insight-driven automation and efficiency optimization.

Results & Business Impact

- Initial **25% Reduction** in reconciliation **prep time**
- **Further 2,000+ hours saved monthly** through reconciliation automation
- **~50% fewer reconciliations** required during non-peak periods
- **Audit readiness** achieved with real-time reporting and documentation
- **Standardized processes globally**, with flexibility for local needs
- **Scalable operations** that support business growth without bloating cost





Keys to Finance Transformation Success

- **Future-Proof the Workforce:** Equip teams to adapt through continuous learning and new technologies
- **Drive Productivity:** Free up time with automation and efficient workflows
- **Elevate Visibility:** Use real-time dashboards and reporting to spot issues early and make better decision

Looking Ahead: From Efficiency to Intelligence

With a strong operational backbone in place, the company is now exploring:

- Deeper ERP integrations (e.g., Workday) to enhance data precision
- Advanced risk modeling to dynamically guide reconciliation thresholds
- Expanding use of Cadency to other areas, for example fiduciary cash reconciliation

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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