



Transforming Finance for **Healthcare & Pharma**

*Tech-led solutions for agile and
scalable finance operations*

BDO India
2026



The Healthcare & Pharma industry constantly witnesses regulatory scrutiny and complex changes. Owing to these trends, the contemporary CFO's office faces the urgent need to build resilient, sustainable growth engines that ensure systems and processes work with minimal disruption.

At BDO India, we help healthcare and pharmaceutical organisations transform high-volume, multi-channel financial and operational data into strategic intelligence. Our tech-enabled Finance Managed Services strengthen finance operations, enhance decision-making, and create a robust foundation for long-term business growth.

Key Finance Challenges of the Healthcare & Pharma Industry



Regulated and compliance requirements



Complexities in supplier ecosystem



Claims management & long collection cycle



Chargeback and rebate management



Fragmented data and multiple systems



Our Tech-led Offerings

Our technology-driven Finance Managed Services convert the transactional back office into a strategic engine. We deploy targeted automation solutions to compress invoice processing cycles, reduce billing errors, and guarantee compliance, giving leadership the financial visibility needed to scale securely.



ACCOUNTS PAYABLE

Our vendor compliance and automation platform streamlines the entire AP lifecycle and provides a unified view of operational data and analytics to continuously optimise the AP cycle.

Invoice automation

Vendor self-service portal

Duplicate payment prevention



ACCOUNTS RECEIVABLE

We help streamline the Order-to-Cash cycle with targeted assessment and an intelligent technology layer. Our AR platform sanitises customer data, accelerates invoice distribution, and automates payment tracking and collections via a real-time analytics dashboard.

Claims automation and management (Hospitals)

Preventing revenue leakages and optimising the collection cycle



RECORD TO REPORT (R2R)

Managing reporting and consolidation activities with financial data across multiple domestic and international subsidiaries is time-intensive. We standardise reporting frameworks to streamline global financial statement preparation and multi-entity consolidation, ensuring a rapid, disciplined closing of books of accounts, and compliance.



The BDO India Difference

At BDO India, we shift the paradigm from traditional, headcount-based outsourcing to technology-led financial transformation. Our key differentiator is our commitment to outcome-based engagements, aligning our success directly with operational milestones. Backed by our flexible, value-driven structures, we strive to pass digital and operational efficiencies back to our clients over time. Beyond just managing the back office, we endeavour to continuously optimise it to support growth.



Client Story

Supported a leading global medical device company that designs and manufactures implants, bone-anchored hearing aids and related hearing solutions.

THE CHALLENGES:

Delays in **customer support** and **supply chain management** affected service and delivery

Ineffective accounting and collections caused **financial management challenges**

A need to **optimise resources** and improve operational efficiency

OUR SOLUTION:

- **Faster Order Processing** - Focussed on improving order release turnaround time (TAT) to ensure quicker order fulfilment and better customer satisfaction
- **Reduction in Unapplied Receipts** - Minimised unapplied receipts to enhance cash application efficiency and reduce reconciliation issues
- **Process Enhancement** - Improved processes to boost efficiency and streamline workflows
- **Accurate Financial Management** - Ensured timely and precise collection accounting to maintain financial accuracy and transparency



BDO INDIA IMPACT

- Collection accounting – 100% one-day TAT
- 100% accuracy for timely, accurate order releases
- 90% reduction in old unapplied receipts
- Implemented process for customers to track order status, 85% call accuracy
- 20% additional volumes being handled with no additions to FTEs





ABOUT BDO

BDO GLOBAL

BDO is an international network of independent public accounting, tax and advisory firms. We support organisations with an unwavering focus on quality, industry expertise, and the innovative use of technology to deliver impactful solutions. Our commitment to people, clients, and communities is at the core of everything we do. With our people-first culture, we foster an environment where diversity thrives, growth is nurtured, and continuous learning drives lasting progress for a sustainable future.



*AS OF SEPTEMBER 2024

BDO INDIA

BDO India offers Assurance, Tax, Advisory, Technology Products & Solutions, Digital Transformation, and Managed Services & Outsourcing to domestic and international clients across various industries. Bringing together expertise, innovatively driven and delivered through technology, we empower businesses to navigate their unique challenges with transformative, impactful, client-centric solutions. Helping people thrive is at our core, underpinning our commitment to building a sustainable future for our clients, people and communities.



*INCLUDES EMPLOYEES FROM BDO RISE AND BDO EDGE

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