

40% Faster Invoicing for a Global Ride-Hailing Leader



The Customer

A leading global mobility-as-a-service provider operating at scale across multiple markets, delivering on-demand ride-hailing services to millions of users. As the business expanded, the volume and complexity of back-office financial operations grew in parallel, placing pressure on its Oracle ERP environment and the teams supporting it.

Impact Delivered

- 40% reduction in turnaround time
- 100% improvement in key stakeholder communication
- 80% increase in delivery efficiency

The Challenge

As invoicing volumes scaled, several operational bottlenecks emerged:

- The existing invoicing process allowed only one invoice to be generated at a time
- High manual effort and time cost across the finance and operations teams
- Dependence on Oracle DBAs to run TKPROF for performance reporting
- Delayed turnaround times and reduced accuracy in reports
- Limited flexibility for the customer team to pull required data on demand
- Communication overhead with Oracle slowing routine reporting cycles

Solution Components

Oracle ERP, Custom OAF Pages, Oracle DBA Services, Concurrent Program Development, TKPROF Automation, Invoicing Process Digitalization

The Solution

The company partnered with CriticalRiver to digitalize and automate its invoicing and reporting workflows on Oracle ERP. Our consultants and DBA experts delivered a solution that:

- Digitalized and automated the invoicing process using custom OAF pages
- Enabled bulk invoice generation, replacing the one-at-a-time workflow
- Eliminated manual report generation through a purpose-built concurrent program
- Removed dependency on Oracle DBAs for routine performance reporting
- Empowered the customer team to pull all required data independently
- Modernized the end-to-end process to free up resources for core business priorities

The Results

- Reduced invoicing turnaround time by 40%
- Improved key stakeholder communication by 100%
- Increased overall delivery efficiency by 80%
- Eliminated time lost in routine communication with Oracle
- Enabled the customer team to generate output on demand with greater flexibility
- Improved accuracy and consistency across invoicing and reporting

The Conclusion

Through CriticalRiver's automation and DBA expertise, this leading global mobility-as-a-service provider transformed a slow, manual, dependency-heavy invoicing process into a digitalized, self-sufficient workflow. The new setup gives the customer team speed, flexibility, and control, allowing them to focus on core priorities while accuracy and turnaround times continue to improve.