

**PNB HFL****Case Study | June 2025****Overview**

PNB Housing Finance Limited (PNBHFL), a leading Indian housing finance company, approached us to help manage growing vendor invoice processing delays and payment risks. These issues arose from a strategic shift to affordable home loans, increased use of remote partners, internal pressures like NIM compression due to high NPAs, and external drivers such as post-Covid property rate recovery and government schemes like PMAY, SWAMIH, and tax incentives.

Key Challenges**Invoice Processing Delays**

Delays in invoice processing due to increasing spends across branches caused dissatisfaction among partners

**Remote Vendor Due Diligence**

Higher due diligence required due to remote vendors, distributors, DSAs and channel partners

**Higher AP Workload**

The current AP team's bandwidth was strained and there was a shortage of skilled resources to aid the team

**Higher Auditor Demands**

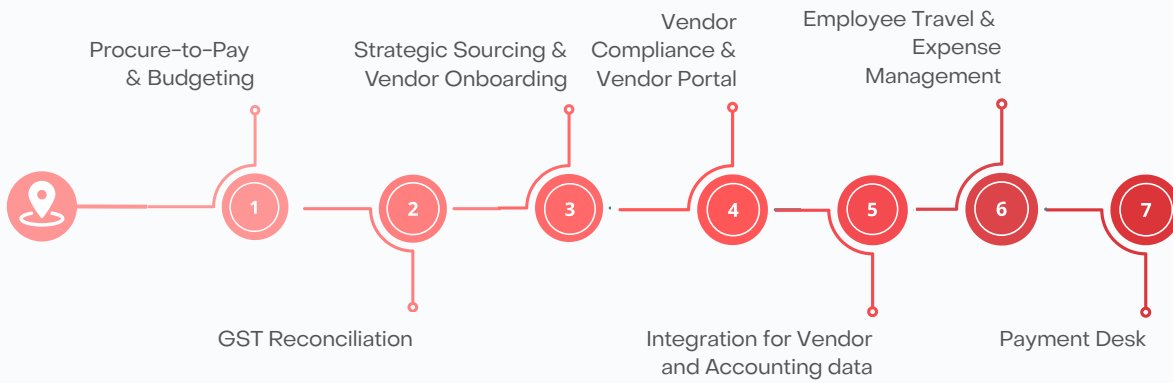
The company's IPO invited higher auditor demands for centralized audit trails, organization wide due diligence and thorough documentation

Current State

ERP, HRMS and All Approvals were done via Mails

The Expensing Products that Solved the Challenges**Procurement****Accounts Payable Automation****Vendor Onboarding****Vendor Compliance****Strategic Sourcing****Vendor Portal****Budgeting****Payment Desk****GST Reconciliation****The Expensing Products' Scope of Implementation****300+ branches****5000+ invoices monthly****600+ active Users**

Expensing Implementation Timeline

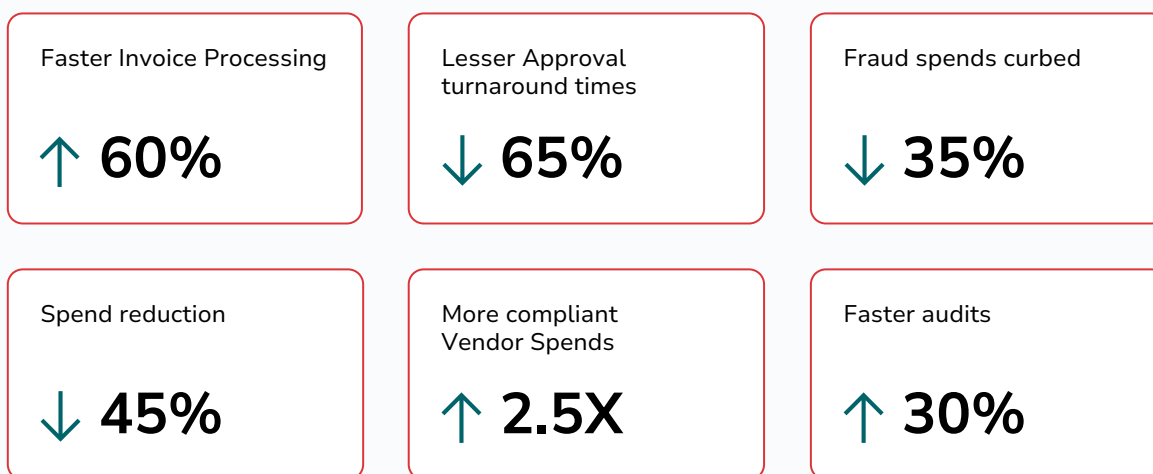


Expensing Solution for Housing Finance Companies

Business Process	Improvements
Vendor Onboarding	<ul style="list-style-type: none"> DSAs and Service providers can now open a Link online and enter their details. Checklists can be used to ensure that vendor compliance objectives are met Approval process ensures that the right vendors are onboarded and business risk is mitigated
Vendor Compliance	<ul style="list-style-type: none"> Vendor Compliance: 13+ Vendor compliance checks for all relevant information like MSME, GST registrations, bank account verification, etc. is now a single click process KYV: Frequency based Compliance check Dashboard MSME Vendor Management: MSME Late Payments, On-Time Payments tracking and Visibility Dashboards along with MSME alerts during Onboarding
Procurement	<ul style="list-style-type: none"> Centralised Procurement for vendors who do loan applicants' compliance checks can know what service they have to provide. Negotiated Rates are enforced by the system Centralised Procurement for Admin, Marketing and IT ensures that spend is under control
Accounts Payable Automation	<ul style="list-style-type: none"> Vendors are paid on time Small AP teams can manage high volumes Statutory Compliance for direct and indirect taxes, MSME and vendor information is enforced Thorough scrutiny of every invoice using automation and AI tools ensures that risk of wrong payments and fraud is minimised
Digital Invoice Creation	<ul style="list-style-type: none"> To eliminate the need for paper invoices from DSAs and legal and risk compliance vendors, you can offer digital invoice creation tools to them to submit their invoices

Business Process	Improvements
Vendor Portal	<ul style="list-style-type: none"> ◦ Vendors can now transact seamlessly for submitting their invoices and knowing the statuses ◦ DSAs appreciate the transparency and efficiency of the Portal
Payment Desk	<ul style="list-style-type: none"> ◦ A fraud-proof and efficient Payment Engine enables the Finance team to manage cashflows optimally ◦ Vendors can be prioritised and paid earlier or later as the case may be ◦ A direct Bank Payment gateway ensures that you minimise the number of steps involved
Query Management	<ul style="list-style-type: none"> ◦ Transparent and auditable trails of back and forth queries and documents can now be managed through the system itself. This enables a log of queries with internal teams as well as vendors.
GST Reconciliation	<ul style="list-style-type: none"> ◦ Level 1: GSTR 2B Reconciliation ◦ Level 2: GSTR 2B, 3B, IMS, GSTR3B, GSTR6, GSTR7, GSTR8, GSTR9, ITC-O4 Reconciliation and Filing and GST Reports

Business Outcomes & Metrics



Conclusion

Effective spend management has been crucial to the Housing Finance company's growth, facilitating efficient expansion, maintaining vendor oversight, and the measurable gains in efficiency and risk control offering a replicable blueprint for operational excellence across the industry.