

Success Story



hikma.

Credit Management
Collaboration is King


SERRALA

Credit Management

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Ensuring credit risk control on a global scale – discover how the international pharmaceuticals company Hikma achieved more efficiency, security, and transparency by intelligently automating their credit management process within SAP.



“The implementation of the SAP integrated Credit and Risk Management solution FS² Credit was picked as one of the best project we conducted in 2020.”

– Ibrahim Armouti
Group Treasurer

Starting Point

A mostly manual credit management process in a global organization:

- Credit granting, amendments, exceptions approval gathered offline
- Manual credit applications and scoring process
- Limited control on annual reviews
- Offline collateral management
- No standardized reporting used in practice
- Offline analysis of customer behavior
- Lack of modern archiving

About Hikma

Hikma is a FTSE 100 listed generic pharmaceuticals company with a presence of over 40 years. They manufacture and market a wide range of branded and non-branded generic pharmaceutical products across the US, the Middle East and North Africa (MENA) and Europe.



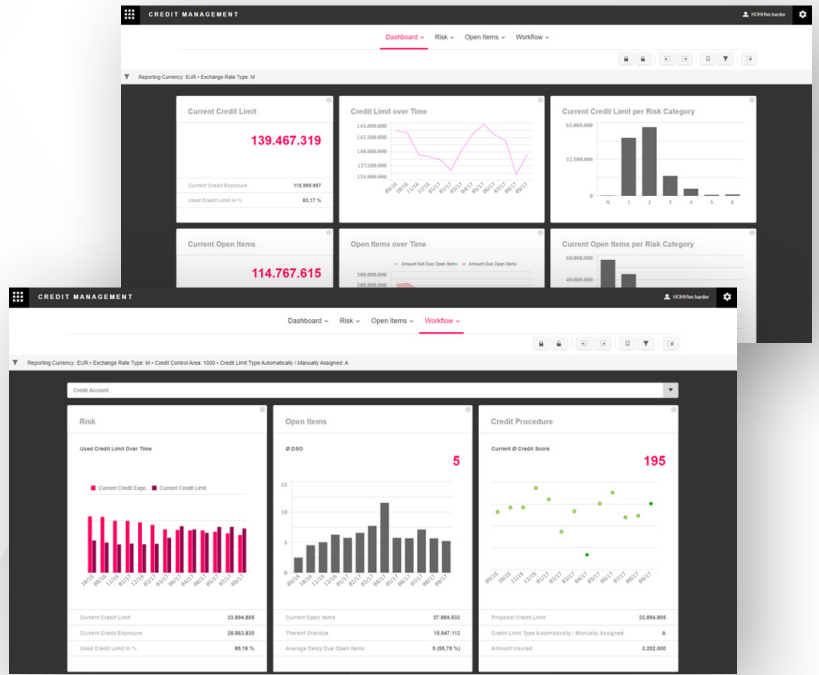
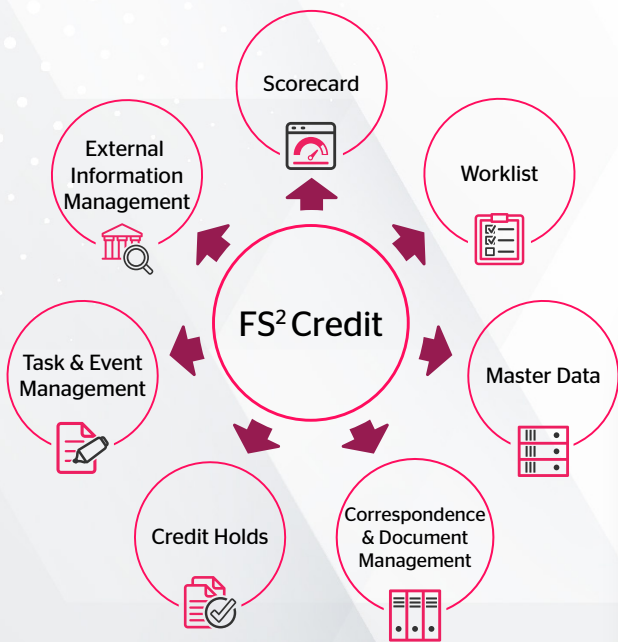
- Founded in Jordan
- Headquarters in London
- 8,600+ employees



- 31 manufacturing plants in 11 countries
- 7 R&D labs
- 780+ products



- Revenue 2 Billion USD
- Net income 431 Million USD
- 41 % Injectable
- 32% Generic
- 26% Branded
- 1% other



Benefits and Process Improvement

- Systemized credit approvals and automated notifications
- Credit scoring and applications done through system
- Automated notifications for credit review through systems
- No blocked order release unless proper approvals are obtained
- Systemized collateral management
- Standardized credit reports and communications included through the systemized reports
- All communications, legal documentation and approvals stored on cloud

About Serrala

Serrala is a global financial automation and B2B payments software company creating more secure payment capabilities worldwide for enterprises of all sizes. We are a leading fintech pushing the boundaries of finance software by integrating finance and treasury into one central ecosystem for corporate payments – the “Universe of Payments”. We support our customers moving their financial processes into the digital space to save costs, minimize risks and gain real-time insights into their world of payments. Serrala is a fast-growing innovator with more than 2,800 global customers including more than 100 of the S&P500 companies and more than 700 employees.

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