

Transforming Finance Operations

How intelligent automation and South African talent helped Operation Smile modernize finance operations—improving accuracy, efficiency, and financial consistency across global operations.



Overview

As a global nonprofit delivering care across multiple regions, Operation Smile needed a finance model that could scale with growth while maintaining strong governance and reporting standards. By combining intelligent automation with skilled South African talent, fragmented, manual processes were transformed into a more scalable and reliable finance operation.

The Challenge



Manual, spreadsheet-driven workflows created inefficiencies and administrative burden



Limited internal capacity to support growing global finance operations



Inconsistent processes across regions reduced confidence in finance reporting

The Solution



Intelligent Automation

Automation opportunities were identified across core finance workflows to reduce manual effort and improve operational efficiency.



South African Talent

Skilled South African professionals provided finance support aligned to U.S. time zones and global operational needs.



Standardized Controls

A structured workshop and roadmap approach supported more consistent finance processes and improved confidence in reporting.

Results That Matter



Faster financial close
across finance operations



Reduced manual effort
enabling higher-value work



Improved data accuracy
and reporting confidence



Scalable operations
to support global growth

"This collaboration allowed us to modernize the way we work while keeping our mission at the center."

Jim Siti
Chief Financial Officer
Operation Smile

