

SCOPE OF WORK

BUSINESS: Shinobi Security

Products:

ZOHO Books Implementation & Automations

Case Study: Zyenac Solutions Implements Zoho Books for SHINOBI SECURITY

Client: SHINOBI SECURITY INC

Industry: Cybersecurity Services & Products

Solution Partner: Zyenac Solutions Private Limited

Core Solution: Zoho Books with Custom Modules, Automation & Integrations

Executive Summary & Business Challenge:

Executive Summary

Zyenac Solutions engineered and deployed a sophisticated, customized Zoho Books ecosystem for SHINOBI SECURITY INC, a global cybersecurity firm. The solution introduced custom modules for master data management, multi-directional integrations, complex multi-currency handling, and configurable approval chains. This transformed their financial operations into a streamlined, controlled, and highly automated engine for global billing and revenue recognition.

Business Challenge: The Need for a Unified Financial Command Center :

SHINOBI SECURITY INC provides 24/7 Security Operations Center (SOC) services, vulnerability assessments, and licensed security software to clients worldwide. Their financial processes faced significant operational complexities:

- 1. Data Fragmentation:** Client contracts, Statement of Work (SOW) details, and product SKUs resided in separate systems including custom CRM tools and spreadsheets. Finance teams manually re-keyed data into invoices, resulting in processing delays and data inaccuracies.
- 2. Multi-Currency Complexity:** Invoices required generation in client-local currencies (USD, EUR, GBP, AUD, JPY) with precise foreign exchange rate application according to contract terms. Manual currency conversion processes created reconciliation challenges and potential revenue discrepancies.
- 3. Unstructured Approval Workflows:** Invoices required multiple validations including technical verification of services delivered, commercial approval for discounts, and legal review for contract compliance. These processes operated through ad-hoc email communications, creating bottlenecks in the billing cycle.
- 4. Validation Gaps:** No systematic controls existed to prevent invoice creation for inactive clients, ensure contract value compliance, or validate mandatory project coding requirements.

Zyenac's Strategic Objective: To build a centralized "Billing Command Center" within Zoho Books that automated the quote-to-cash cycle, enforced business rules, and provided complete auditability, tailored to the nuanced needs of a global security services provider.

Solution Architecture: Custom Modules, Automation & Integration

Zyenac adopted a design-thinking approach, building the solution around defined use cases provided by SHINOBI's finance, operations, and sales teams.

1. Custom Module Development for Centralized Master Data:

Use Case: Establish a single source of truth for all billable entities and items beyond standard Customer and Item lists.

Solution: Engineered two custom modules in Zoho Books using Deluge scripting:

"Engagement Master": Captured comprehensive contract/SOW data including Start/End Dates, Total Contract Value (TCV), Approved Currency, Billing Milestones, Technical Owner, and Approval Workflow Type.

Security Product Catalog: Managed intricate software license details including License Keys, Version Information, Support Tier Levels, Renewal Dates, and Associated Vulnerability Database (CVE) References. This enabled direct linkage between product sales and corresponding service deliverables.

2. Automated & Intelligent Invoicing Engine:

Use Case: Automatically generate accurate invoices by pulling validated data from source systems.

Solution: Recurring Invoice Templates were configured for retainer-based SOC services, automatically applying the correct Multi-Currency exchange rates from integrated financial feeds on billing dates.

Custom Functions: Implemented a "Generate Invoice from Engagement" function on each Engagement Master record. This feature validated billing milestones, pulled pre-configured line items, applied contract-specific currency and exchange rates, and automatically drafted invoices.

3. Integration with External Tools for Data Fetching:

Use Case: Eliminate manual data entry by fetching billing details from external operational systems.

Solution: Deployed Zoho Flow as integration middleware:

4. Multi-Currency Management with Business Rules:

Use Case: Ensure currency accuracy and automate foreign exchange calculations according to corporate policy.

Solution: Configured Zoho Books' native multi-currency capabilities for all major trading currencies.

Implemented custom validation rules: The system compared invoice currency against the "Approved Currency" field in the Engagement Master. Currency mismatches triggered systematic validation checks requiring managerial override authorization.

Automated Foreign Exchange Gain/Loss journal entries during period-end closing based on corporate treasury's mandated exchange rate methodologies.

5. Custom Validations & Multi-Tier Approval Process:

Use Case: Enforce business rules and implement structured approval workflows before invoice finalization.

Solution: Custom Validations:

- Verified client account status as "Active" before invoice creation
 - Validated cumulative invoiced amounts against "Total Contract Value" limits in Engagement Master.
 - Ensured mandatory fields including "Project Code" and "Security Clearance Level" were populated on all invoices

Configurable Approval Framework:

- Built dynamic, sequential approval workflows within Zoho Books
- Product Sales Path: Invoice → Sales Manager → Finance
- Professional Services Path: Invoice → Technical Lead (service validation) → Delivery Head → Commercial Manager (discount approval) → Finance

Approvers received automated notifications with direct access to invoice details and relevant Engagement Master data for contextual review. All approval actions and comments were systematically logged for complete audit trails.

Business Outcomes:

Significant Reduction in Invoice Creation Time: Automated processes reduced invoice generation from hours to minutes through pre-validated data integration.

Complete Accuracy in Currency Application: Elimination of manual foreign exchange errors ensured protection of profit margins on international contracts.

Accelerated Approval Cycles: Structured digital workflows substantially reduced approval timelines through systematic routing and notification.

Contract Value Compliance: Custom validations prevented billing beyond agreed contractual limits, enhancing client trust and financial control.

Comprehensive Audit Trail: Every invoice maintained complete history linking to source Engagement data, integration sources, and approval documentation.

Enhanced Revenue Recognition: Integration with service delivery systems enabled more accurate and timely revenue reporting.

Future Roadmap with Zyenac:

The ongoing partnership includes planned enhancements:

1. Advanced Analytics Dashboard: Development of executive dashboards for real-time visibility into "Revenue by Service Line," "Regional DSO Performance," and "Approval Workflow Efficiency."
2. Enhanced Client Portal: Implementation of client-facing features allowing invoice review, milestone acceptance, and query management integrated with Zoho Desk.
3. Payment Gateway Integration: Deployment of multi-currency payment collection capabilities directly within invoice workflows to optimize cash conversion cycles.

Conclusion:

For SHINOBI SECURITY INC, Zyenac Solutions demonstrated that Zoho Books, when extended with custom development and strategic integrations, can serve as the financial core for complex global enterprises. This project establishes how tailored automation, systematic validation, and deliberate workflow design can transform financial operations into drivers of efficiency, compliance, and customer satisfaction.



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