

## DIVIDING THE TASKS AND MULTIPLYING THE SUCCESS

Streamlining fragmented FAO processes into one efficient integrated process, with the acquisition of people, centers, facilities and associated systems.



The client is a leading professional services organization headquartered in the UK.



# CHALLENGES

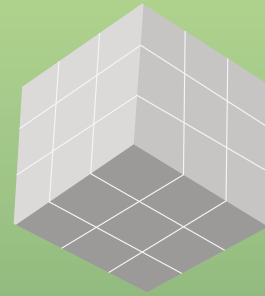
The client faced several challenges that affected service quality and performance. The key drivers were:

Underutilized shared services (less than 40%)

Fragmented systems with an ERP transformation

Low-medium standardization of process streams

Long recruitment cycles and high attrition among SAP professionals



# SOLUTIONS

Infosys BPM increased its span across India, China, and Poland and took over more than 1400 FTEs, to evolve the global business services (GBS) in to a 'world class' organization.

Infosys BPM brought its best-of-breed technology, and proposed a synergized solution supported by digital and functional transformation. These included:

- ▶ Domain-led transformation through consolidation and continuous process improvement projects
- ▶ Day 1 implementation of a transaction pricing model for over 70% of activities
- ▶ Use of an innovative utility and operating model to increase shared services adoption
- ▶ Flexible pricing construct and demonstration of plan coupled with investments
- ▶ Integrated IT + BPM Synergized solution followed for right sourcing and retention with
  - SAP support and functional deployment teams being managed by Infosys IT
  - Specialist SAP support positions filled through integrated hiring
- ▶ Fragmented systems moved to one ERP system

# BENEFITS

The proposed solution resulted in the following benefits and value commitment:



- ▶ 48%+ contractually committed efficiency benefits
- ▶ Go-live in 3 months from contract signature with 100% adherence to project milestones
- ▶ Effective decision-making through stronger reporting and insights
- ▶ Increased penetration in adopted the GBS
- ▶ Enabled scalability with the expansion in business
- ▶ Paved a career path for employees



**90%+**  
Rebadging conversion rate



**15%**  
Increase in shared services adoption rate by 2022

For more information, contact [infosysbpm@infosys.com](mailto:infosysbpm@infosys.com)

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