FIXING THE LINES

A global hub-spoke-and-edge model transforming financial shared services.

Infosys®
BPM

The client is an American manufacturing company specializing in plumbing products, furniture, and engines.

CHALLENGES

The client faced the following challenges with their multiple regional shared services centers (SSCs):

- Non-core activities running outside the SSCs
- Lack of standardized processes and documentation
- No global process ownership or governance
- SSCs running at sub-optimal efficiency
- Varied scope across regions led to non-standardization
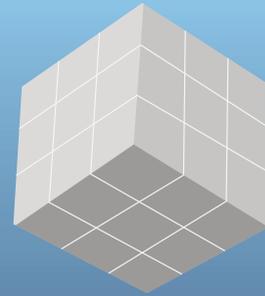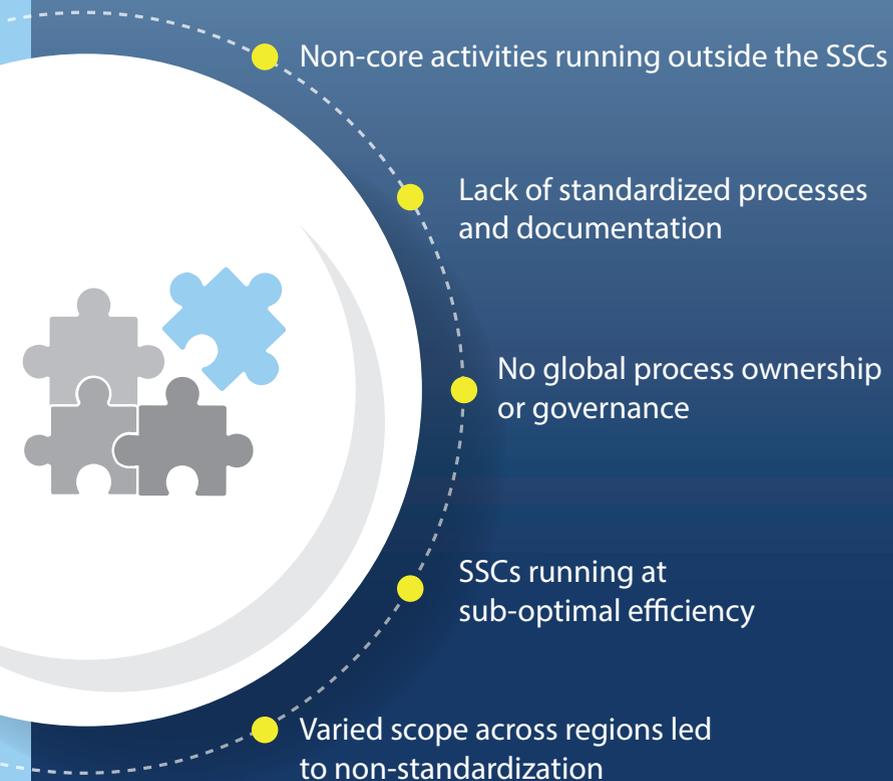
SOLUTIONS

Infosys BPM took the below steps to create a new model:

- ▸ Conducted workshops to understand the key challenges and organizational maturity
- ▸ Assessed the as-is process for maturity against global standards
- ▸ Determined potential for automation and the requirements for organizational change management
- ▸ Recommended a to-be state with target operating model and a detailed process roadmap covering:
  - Process controls
  - Scope alignment
  - Scope extension
  - Process standardization
  - Automation
- ▸ Made recommendations for service delivery, people quality, knowledge management, technology, and risk and compliance
- ▸ Leveraged best-in-class process metrics and introduced a global hub-spoke-and-edge model
- ▸ Achieved process improvements through automation and analytics
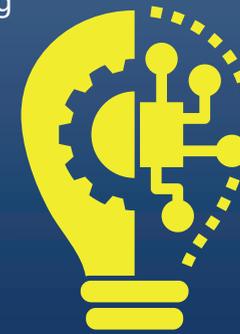
BENEFITS

The robust transition methodology by Infosys BPM helped the client to:

- ▸ Structure, standardize, and consolidate SSC operations across all locations
- ▸ Eliminate non-standard processes and inefficiencies
- ▸ Enable controlled risk-free operations and productivity improvements

$40 Mn
Potential savings across 5 years

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