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GBS.NXT
Evolving Finance GBS
In The Post Covid World

Meet the speakers

Rizwan Malik
CFO, Markem-Imaje

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- Thank you for joining us today
- Session will be available on demand on Infosys BPM channel
- Please post your questions on the chat window and our panel will respond to your queries

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Markem Imaje & Dover

- Dover is a diversified industrial company with global scale: $7B Revenue, ~24,000 employees worldwide across 18 operating companies split into 5 segments

- Portfolio transformation over past decade has transitioned away from pure HoldCo model and resulted in a stronger portfolio with more growth exposure, less cyclicality and more synergy from common ownership

- Markem-Imaje is 2nd global player in marking & coding and sits within the image and identification segment of Dover

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State of business

- Markem-Imaje has a solid growing business with significant recurring revenue based on a large install base of printers

- 2020 has been a challenging year due to Covid-19 driven economic slow down

- Covid-19 challenges to the business including ensuring employee safety, enabling efficient remote working , requiring stronger controls within remote working environments , forecasting and planning

- Navigating uncertainty requires working closely with all key stakeholders

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The "New Normal"

- Remote working

- Accelerated digitization across the business

- Automated Controls

- Overall pace of transformation

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Business as Usual (and Beyond) in Unusual Times

How Infosys BPM ensured timely processing of transactions to keep the lights on during the quarter close for its client, a leading professional services organization, across the globe

Achievements

15 regions

$70M Settled Claims Value

40,000+ Invoices processed

9000+ Queries Handled

3 Geographies – APAC, EIMEA, NA

$864M+ Invoice Value Processed

35 Languages

179 Legal Entities

~150,000 Claims Settled

4 DCs

BAU Enablement

7000+ Journals Posted

75 Countries

Seamless Work with Onshore / GDS Teams

Challenges

Data Privacy & Confidentiality

Quarter / Month Close

1500 Employees Across India, China, Poland

Limited Direct Oversight

COVID-19 Outbreak

1-2 Days TAT for Transactions

Higher Co-ordination Needs

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Transformation Journey to Finance.NXT

The Infosys-Philips transformation journey to Finance.NXT with various initiatives that helped Infosys deliver value beyond cost arbitrage and how Automation played a key role in designing a business resilience strategy

Operational model change

- Movement from Regional to a **Process based organization**

People Transformation

- Deployment of **Value Stream Mapping (VSM) and LEAN culture**
- **Career pathing** for people taken over and long term roles

Cost reduction

- **Cost of finance optimization 4.5% to 0.8%**
- Support scope expansion, divestiture of television business unit and demerger of Lighting and Healthcare business

Enhanced Managed Services Model

Center take-over
People take-over
End-to-end Transformation

Technology Rationalization and Transformation

- Deployment of **largest RPA program 550 BOTS 320 FTE effort saving and 3X return**
- Large Fit-to grow program releasing **40Mn Euros run-rate saving involving 27 transformation projects**

Controls rationalization and Automation

- Rationalization of controls from **2000+ to 250**
- Support in rationalization of SAP kernels **from 28 to 6**
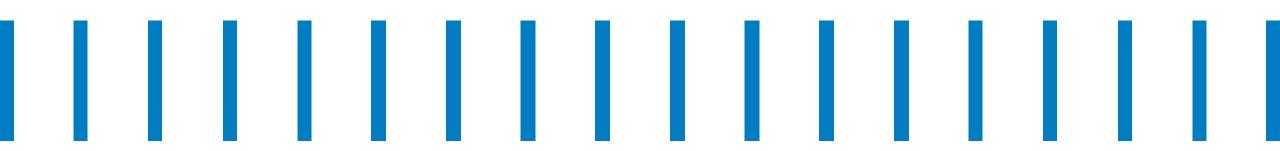
Process Transformation

- Movement from a FTE based to a **Hybrid model – mainly Transaction based pricing and Gain Sharing model**
- Movement from **basic metrics to end-to-end Business metrics**

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Finance GBS Trends

CONSOLIDATION
Light Platforms Vs Heavy ERP's

SELF-SERVICE
Mobility enabled Self service

EXTREME AUTOMATION & AI
Machine learning at scale & AI based Insights

CLOSE CYCLE
Continuous Accounting

TALENT CHANGE
Gig Working + Technology knowledge + Analytics

INVASIVE COMPLIANCE
Mass control approach and real time filing

INTEGRATION-AS-A-SERVICE
Proliferation of Connections Methods such as API , UBL and newer techniques such as IaaS

TRENDS THAT INFOSYS **BPM** OBSERVES IN **FAO** LANDSCAPE

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Thank You

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