

Infosys®

FORECASTING AS A SERVICE

EXPLORE THE UNEXPLORED
& UNCOVER VALUE





Explore the Hidden



discover whole new vistas of opportunities

Forecasting: The next frontier of BPO value

Over the previous decade, the Business process outsourcing (BPO) industry has rapidly morphed from handling basic data entry and voice-based tasks to a complex knowledge-driven one. While initial phases were mainly driven by labor arbitrage, the intermediate phase was driven with a strong focus to squeeze out efficiency gains from outsourced processes using various quality methodologies such as Lean, Six Sigma, SQC methods, supported by low-end automation of rule-based tasks.

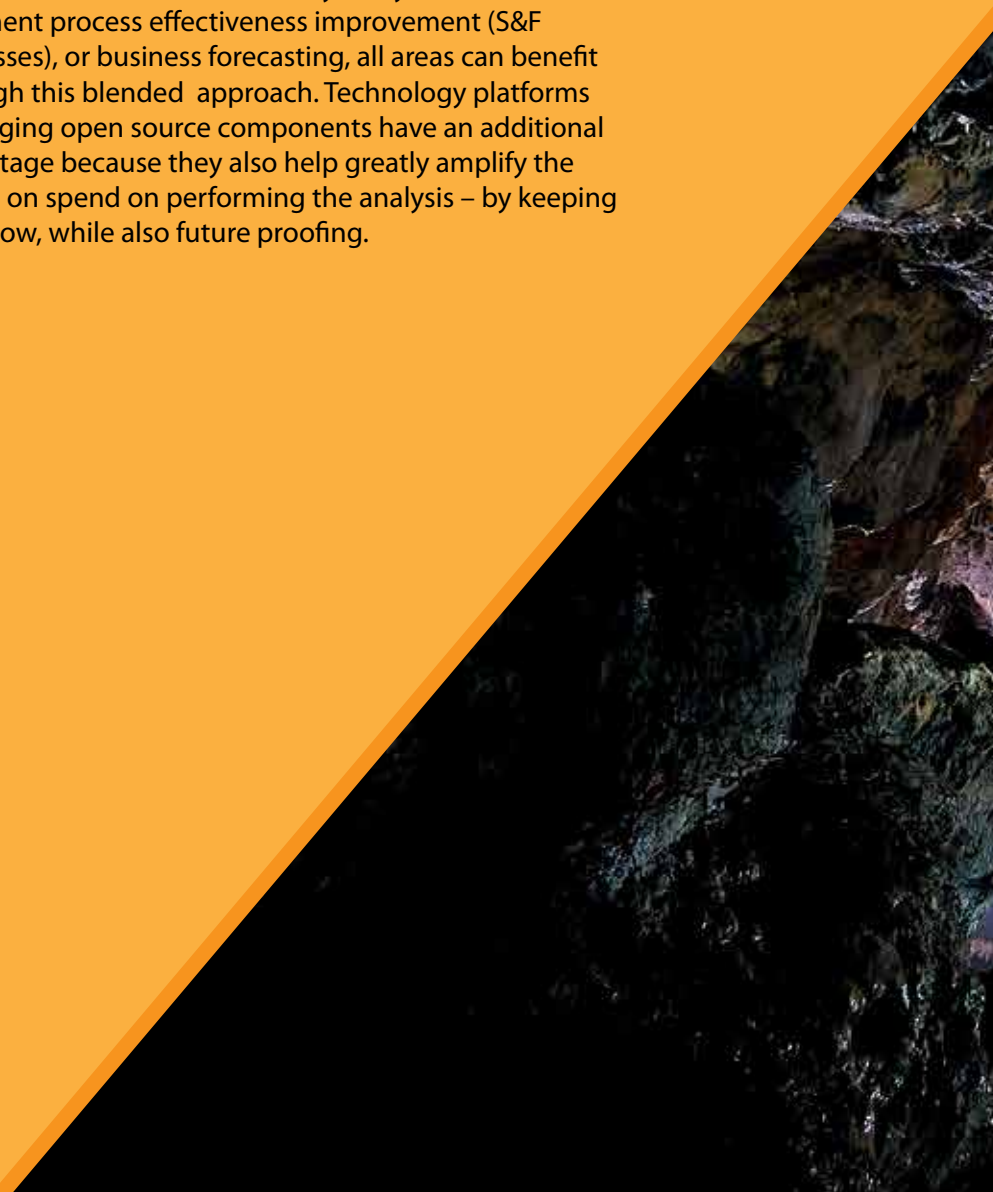
This model has now moved to the next phase where the focus has shifted to a business-outcome-driven model. BPO now focuses on using BPO service providers to focus on driving the business outcome of the appropriate process—be it driving top line, margins, CSAT, cash flows, or even improving the increasingly complex regulatory compliance.

One way to drive outcomes is to use data generated from business processes as a source of business intelligence and find opportunities that are hidden in plain sight. We call this forecasting as a service.

It's time to read between the data

Business process operations managers have a great opportunity today. To blend the deep process understanding of their teams with the ability of intelligent platforms that can analyze various streams of data they handle. By doing so, they will help their business partners 'see' the value hidden in their own data.

Whether it is discovering working capital improvement opportunities (AP / AR / inventory analysis), or order fulfilment process effectiveness improvement (S&F processes), or business forecasting, all areas can benefit through this blended approach. Technology platforms leveraging open source components have an additional advantage because they also help greatly amplify the return on spend on performing the analysis – by keeping costs low, while also future proofing.



Explore the Unseen



discover whole new vistas of opportunities

Business Process Analytics – value delivery chain

Business Process Analytics is a great enabler of this transformation. Built on a mix of technology to handle large amounts of structured or unstructured data, deep domain expertise, and a strong data science and visualization-based approach, it helps derive actionable insights that deliver tangible business outcomes. This is done by sifting master and transactional data generated in business processes using statistical techniques and powerful tools which generate insights quickly to enable focus on business outcomes.

Infosys offers this service through a combination of:

- Years of experience in managing mission critical business process for clients – such as handling book closure and financial planning and analyses for multi-billion dollar balance sheets, and processing nearly 100 percent of orders for clients with global operations.
- Data analytics experience within BPO – specifically focused on operational metric improvements of business processes, supported by experienced analysts and domain consultants.
- The highly scalable Infosys Information Platform (IIP), packed with a powerful UI and accelerators that make working with the big data ecosystem less complex, highly analytic, and business user friendly.
- A design thinking approach that helps in problem finding, shortening distance to value through short cycle, rapid prototyping, iterations on data analyses, and insight generation.



Problem finding

- Intensive discussions with key business personnel – to ensure that the right issues with higher impact potential are tabled for resolution
- Helps avoid the temptation of solving the ‘familiar problem’ than the ones with a high control-impact potential



Rapid analytic prototypes

- Bring in relevant data into the platform (on-premise or on cloud)
- Rapid iterations of analyses on multiple dimensions (e.g., early payments by vendor, location, and product)



Value discovery

- Discuss analyses with stakeholders
- Identify pockets of value
- Develop business case in full scale, based on prototype results
- Define business case for scale



Value @ scale through technology

- Highly scalable technology platform helps seamless and rapid scaling at lower costs
- Establish business process actions to realize value through analyses-led decisions and outcome realization

Data and analytics platform (Infosys Information Platform)

Design thinking (to aid problem finding and faster value realization)

A large, diagonal photograph of an underwater scene with several divers swimming over a coral reef. The image is partially obscured by a blue geometric overlay on the left and bottom. The text 'Explore the Concealed' is overlaid on the right side of the image.

Explore the Concealed



Unlock the true potential

Business Process Analytics and Forecasting – value delivered

For a global mining giant and a business process operations client, Infosys analyzed working capital data from process backbone systems in three key areas: accounts payables, inventory, and accounts receivables. Through analyses (on terabyte scale data), Infosys was able to quickly identify US\$200 million worth of working capital for a closer investigation, with a potential that a good portion of that would translate to savings. Business process knowledge of the operations team and IIP helped Infosys showcase this potential in a matter of few weeks and at a fraction of the expense that a conventional method would have costed.

For a technology business, Infosys analyzed data flowing through CRM systems to identify key drivers of partner revenue. Infosys helped identify and model underlying revenue trends through time series methods, and understand the modeling impact of causal factors – both structured and unstructured data. This helped in forecasting revenues from partner channels three months ahead with up to 98 percent accuracy. Such advance visibility helps in planning corrective actions (trade support increase, channel incentives), marketing support in specific markets and making better investment decisions.

Explore the Unknown



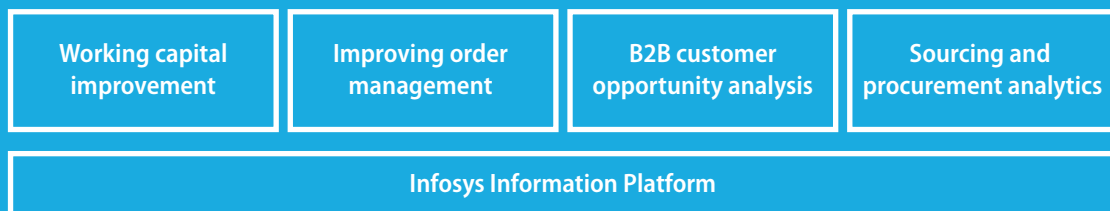
Stay ahead of the pack



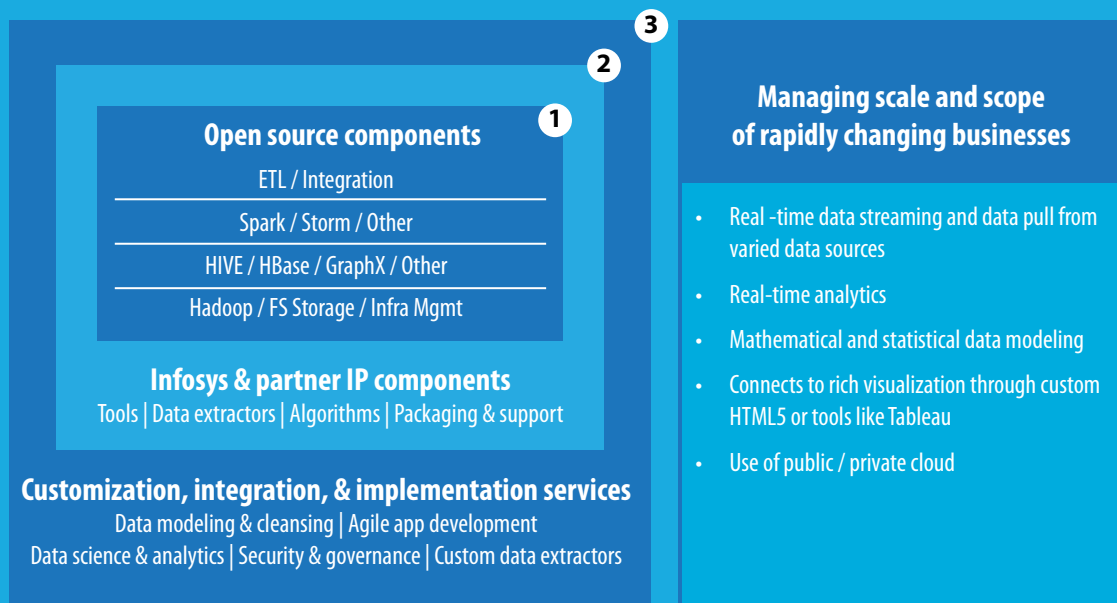
Business Process Analytics will in the first phase specifically focus on value discovery opportunities in the following areas:

- Working capital improvement opportunities – AP, AR, inventory analytics
- Supply and fulfillment – order fulfillment analytics, vendor performance analytics
- Supply chain management – causal and trend-based forecasting
- Sourcing and procurement operations

With a software platform (IIP) that can be quickly deployed on your premises or on infrastructures from leading cloud providers, value discovery through a test-learn-scale journey, is just a click away.



IIP – leveraging the power of open source





Customer Speak

I want to thank you all for the amazing work and commitment you've brought to the Global Recovery Program. We started with a concept, and have completed the year with recoveries greater than anticipated a suite of repeatable processes, a database in beta that will produce a consistent but flexible and current dashboard, and a plan to move forward globally.

The return on investment for the business is both viable and solid, and I only see it getting stronger.



Melinda Meservy

Manager - Global Recovery Program
Strategy and Operational Excellence
Rio Tinto Procurement
Rio Tinto

About Infosys

Infosys is a global leader in consulting, technology, outsourcing and next-generation services. We enable clients, in more than 50 countries, to stay a step ahead of emerging business trends and outperform the competition. We help them transform and thrive in a changing world by co-creating breakthrough solutions that combine strategic insights and execution excellence. Visit www.infosys.com to see how Infosys (NYSE: INFY), with US\$8.25 B in annual revenues and 165,000+ employees, is helping enterprises renew themselves while also creating new avenues to generate value.

Infosys BPO, the business process management subsidiary of Infosys, provides a broad range of enterprise and industry-specific services. We deliver transformational benefits to clients through our proprietary Process Progression Model™ (PPM). These benefits include cost reduction, ongoing productivity improvements and process reengineering.

Infosys[®]

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www.infosysbpo.com

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