



# HITTING PAYDIRT WITH HYPER PRODUCTIVITY – LIVE ENTERPRISE FOR A MULTINATIONAL MANUFACTURING COMPANY

## Abstract

A multinational manufacturing giant lacked harmonization and integration across its procure-to-pay function, leading to multiple challenges. When the company partnered with Infosys BPM, the technology-led solution provided hyper productive benefits with quick and seamless processes.

The client is a multinational giant with presence across 35 countries; it is among the largest manufacturing corporations in the world, and works with 50,000 suppliers across 120 locations globally.



## The perils of lacking harmonization

In the recent years, the client had been a part of multiple major mergers and acquisitions (M&A). For every merger with another firm or acquisition of another firm, came in a new set of challenges involving all of people, processes, and technology. One of the major challenges that the client faced due to this, was in their purchase-to-

pay (P2P) function, with both purchase and pay working in silos with lack of integration and harmony. The process harmonization levels stood low at 70%, while the invoice posting time of 4 days was quite high. These led to frequent transactional issues requiring high manual interventions, which impacted operational efficiency

and accuracy.

The client needed a technology-led assisted support to overcome the above challenges while gaining hyper productive benefits.



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## Hyper productive organization

For organizations on the digital transformation journey, agility is key in responding to a rapidly changing technology and business landscape. Now more than ever, it is crucial to deliver and exceed on organizational expectations with a robust digital mindset backed by innovation. Enabling businesses to sense, learn, respond, and evolve like a living organism, will be imperative for business excellence going forward. A comprehensive, yet modular suite of services is doing exactly that. Equipping organizations with intuitive decision-making automatically at scale, actionable insights based on real-time solutions, anytime/anywhere experience, and in-depth data visibility across functions leading to hyper-productivity, Live Enterprise is building connected organizations that are innovating collaboratively for the future.

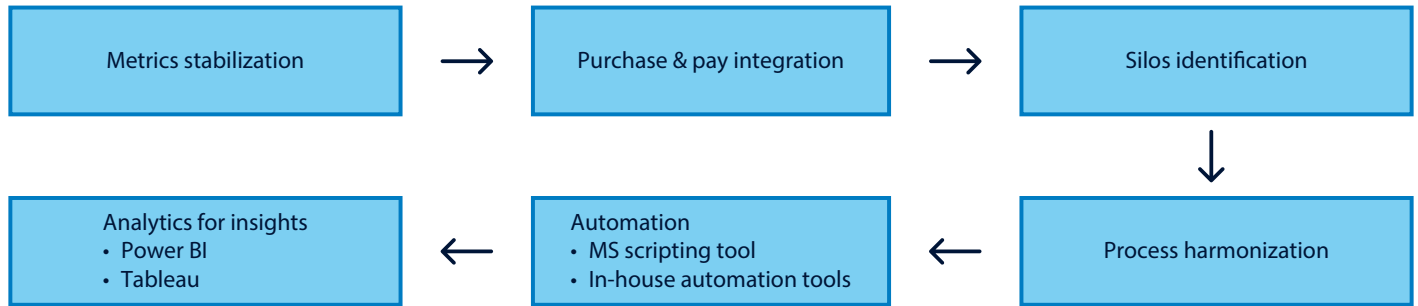
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## Building potent chemistry

Infosys BPM, with its team of domain experts, took a phased approach starting with stabilization of the metrics. The team leveraged process re-engineering and its robust expertise to integrate both

purchase and pay. Various silos across the function were identified and further harmonized for smoother operations. The team also used automation with the help of a scripting tool and in-house automation

tools. In order to provide high visibility and insights, the team created a dashboard using Power BI and Tableau.



Infosys BPM's Live Enterprise-centric approach enabled the client to be hyper productive by integrating and harmonizing the processes, enabling them to achieve substantial gains.

## Purchase-to-Pay Cycle



## Enhanced value through hyper productivity

The Infosys BPM solution proved to be very influential and helpful for the client.

While it significantly enhanced the end-user experience, it provided the following major benefits:

- ~\$1 Mn annual benefits delivered due to savings of over 40 FTEs
- Enhanced process harmonization to over 85%
- Invoice posting time reduced from 4 days to 2 days
- Helped manage various functions across the value chain on an annual basis
  - Buy function
    - 600k purchase orders (POs) worth ~\$19 Bn
    - 75% touchless POs
  - Accounts payable
    - 1.7 Mn invoices worth ~\$22 Bn
    - Payouts worth ~\$19.7 Bn
- 120k queries addressed
- Expense management
  - ~\$146 Mn worth travel expense and employee claims processed

And this is how Infosys BPM enabled the client to be hyper productive.

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



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