

# Infosys BPM: Helping CFO's Digitally Transform the Finance Function

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Briefing Note

Reprint

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## SUMMARY & KEY TAKEAWAY

CFOs are under pressure to deliver cost efficiencies while aligning themselves with broader organizational growth strategies. To meet these goals, finance leaders need access to readily available information to make business decisions faster. ISG has observed that they are addressing this need by applying intelligent automation and analytics technologies.

Infosys BPM, the business process management subsidiary of the company, has a compelling intelligent automation and analytics offering to help finance leaders meet both top and bottom-line goals. Enterprises that want to optimize process efficiency and decision support to improve data accuracy, reduce risk, and improve time to market and speed should consider shortlisting Infosys BPM for their next finance transformation business process management RFPs.

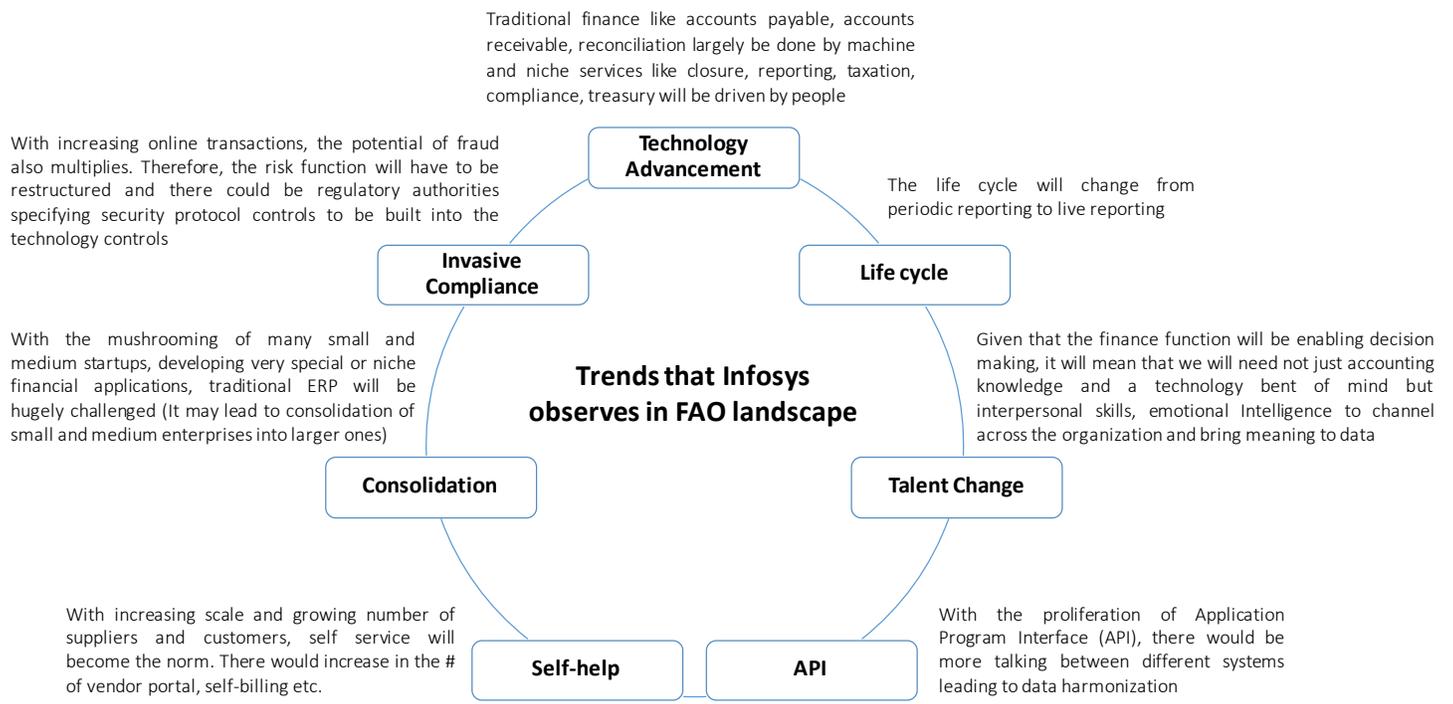
## PERSPECTIVE

The recent **ISG Insights™ 2019 RPA Deployment & Capability** study showed that while most organizations are improving their automation capability, many of them are still in the early stages of their automation journey. The main obstacle that prevents companies from improving their automation capability is the "RPA wall". Enterprises that have bumped into these limitations struggle to get beyond automating 10 to 20 processes because they lack the required foundation of people, processes and technology. This lack of internal capabilities and knowledge is driving enterprise clients to look for transformational sourcing options, which include a significant intelligent automation and analytics capability.

In a recent briefing with Infosys BPM, the firm shared some interesting insights about their finance & accounting (F&A) service portfolio and how it is helping finance leaders improve both the top and bottom line. With a strong vision and roadmap for finance and accounting outsourcing (FAO) services, Infosys BPM Finance and Accounting practice believes that the future is going to be a modern finance, (Finance 2.0), which will change from a reporting function to a decision center. Infosys BPM sees and ISG agrees that the traditional services like making payments, collecting money and closing books will move in a direction where the CFO is expected to bring insights to enable decisions making.

Infosys BPM also is keeping an eye on the latest trends in FAO landscape and is one of the few F&A service providers that **proactively responds to the needs of all four enterprise buyer types**, which include transformation-oriented buyers, automation implementers, holistic buyers and transactional services buyers. Furthermore, to add value to its clients, Infosys BPM has developed an integrated and end-to-end finance transformation strategy that leverages the company's domain and technological expertise (intelligent automation) to provide the benefits of improved data accuracy, higher speed, enriched customer experience and reduced cost among others.

Figure 1: FAO Trends



Source: Infosys BPM and ISG Research

One of the key digital levers that enable end-to-end finance transformation is intelligent automation, which leverages a range of technologies from robotic process automation (RPA) to narrow artificial intelligence (AI) technologies such as cognitive optical character recognition (OCR), machine learning (ML), natural language processing (NLP) and advanced analytics to deliver the benefits of higher productivity, reduced cost, improved data accuracy and an enhanced customer experience. Infosys BPM claimed that automation and analytics are an integral part of every contract it has signed for finance and accounting outsourcing (FAO) services over the last two years. Infosys BPM offers intelligent automation capabilities through

an amalgamation of its proprietary AI platform called Infosys Nia™ and a strong ecosystem of third-party platforms. This is supplemented with a robust delivery team that provides support across the automation lifecycle. Infosys Nia™ offers deep ML, NLP, OCR technologies and smart bot capabilities and has embedded analytics to provide deeper insights. It has more than 20 business solutions across F&A processes. Infosys BPM has deployed Nia™ for some of its F&A service line clients and has demonstrated measurable outcomes such as a 20 percent reduction in operational cost, 25 percent increase in productivity and 20 percent reduction in query resolution time. Infosys BPM has partnered with leading RPA vendors such as Automation Anywhere, Blue Prism, UiPath and WorkFusion as well as with third-party AI platforms on specific projects to deliver automation services to enterprise clients.

In addition, Infosys BPM is driving end to end process transformation leveraging its holistic digital suites. A case in point its next generation Procure to Pay platform – “APOC”. With its inbuilt OCR, RPA, AI/ML, workflows and integrations to most leading ERPs, electronic data interchange (EDI) and invoicing networks, APOC allows enterprises to utilize the entire procure to pay process as a service without having to invest in multiple standalone solutions.

Both Infosys BPM and ISG see that wrong process selection and gaps in process knowledge are some of the key challenges that enterprises face while implementing automation at scale across F&A. Infosys BPM is addressing these challenges by improving the process mining capabilities of its F&A enterprise clients through its partnership with Celonis and with its in-house process mining tool called Discover. The firm has claimed that deploying process mining solutions for clients has helped the firm identify opportunities for transformation and remove inefficiencies early in the process resulting in high impact transformation programs yielding additional benefits of upto 30% on some processes.

Infosys BPM has more than two decades of experience in the F&A domain with more than 16,000 finance professionals spread across 27 delivery locations to serve more than 140 clients globally. With dedicated professionals across order to cash (O2C), procure to pay (P2P), record to report (R2R) and financial planning and analysis (FP&A) processes, Infosys BPM is continuing to invest in training

its employees through its widespread finance centers of excellences (CoEs/India (2), Poland, China and Mexico) to handle complex finance functions. Deep training is provided for tools, technology and the subject matter itself to upskill its in-house domain experts.

With more than 720 bots deployed across P2P, O2C, R2R and FP&A, Infosys BPM prioritizes automation and cognitive investments to help enterprise clients reduce cost and time to market as well as improve compliance and customer experience. Its automation offerings are further strengthened by the RPA CoE that ensures a robust resource workflow through certifications.

## GUIDANCE

Technology enablement has helped enterprise finance leaders address the changing business needs at a quicker pace, according to ISG Research. Digital technologies such as automation and analytics are empowering CFOs with real-time insights and meaningful information to enable quick decision making and subsequently help finance departments to function more efficiently. Infosys BPM has several case studies and client references that reinforce their ability to empower finance leaders with meaningful real-time insights that would help them focus on core operations and other business priorities. ISG believes that Infosys BPM, with its rich domain expertise and robust automation and analytics capabilities, is well positioned to help CFOs drive both top and bottom-line growth.

## SUMMARY FACTS

- Headquarters: Bengaluru, India
- F&A outsourcing practice revenue: \$470 million in 2019
- Core portfolio: P2P, O2C, R2R, enterprise reporting, analysis, and planning, tax support, industry specialized services and digital finance solutions
- Markets: Europe, Asia Pacific, Africa, U.S., and rest of the Americas
- Industry groups: Manufacturing seen as the largest user of Infosys FAO services, followed by business services and telecom & media

## ISG RECOGNITION

Leader in ISG Provider Lens™ reports for FAO Digital Outsourcing Services:

- FAO Digital Operations (US and Global): 2018
- FAO Consulting (US and Global): 2018
- FAO Digital Outsourcing Services Archetypes: 2018

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