

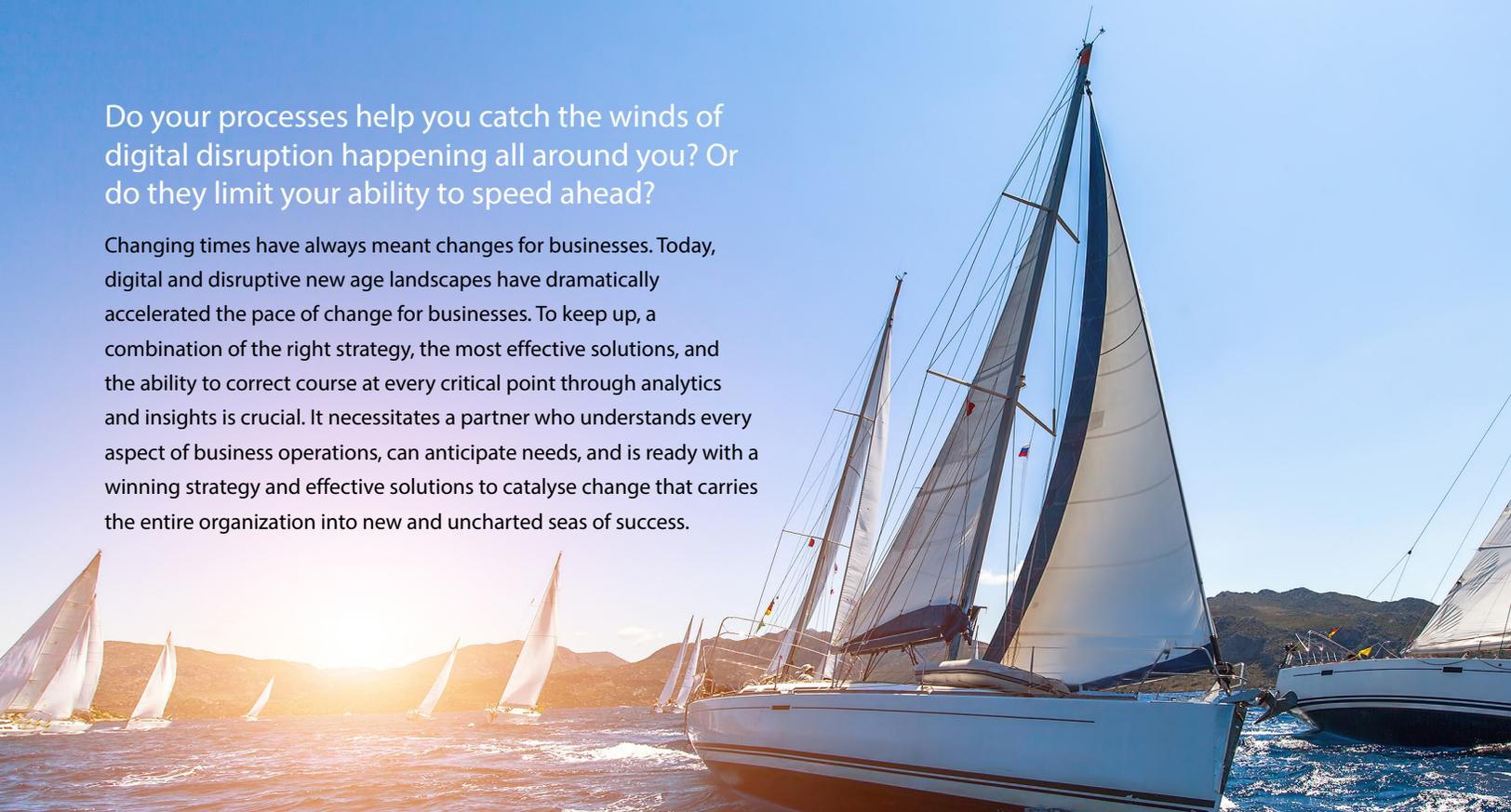
BUSINESS TRANSFORMATION SERVICES

Chart a new course.
Sail to victory.



Do your processes help you catch the winds of digital disruption happening all around you? Or do they limit your ability to speed ahead?

Changing times have always meant changes for businesses. Today, digital and disruptive new age landscapes have dramatically accelerated the pace of change for businesses. To keep up, a combination of the right strategy, the most effective solutions, and the ability to correct course at every critical point through analytics and insights is crucial. It necessitates a partner who understands every aspect of business operations, can anticipate needs, and is ready with a winning strategy and effective solutions to catalyse change that carries the entire organization into new and uncharted seas of success.



Calm waters or the perfect storm: Get the right strategic vision

Calm waters or rough, before setting sail, it is important to get your strategic vision right. In our mind, a transformed organization is one that:



Has harmonized processes



Adopts best-fit operating models



Uses technology as an enabler



Measures effectiveness & efficiency with experience being the core



Continuously transforms

Winds of change: Challenges in transformation

For business transformation to work, it has to have executional discipline. Unclear roles and responsibilities, capability and capacity gaps, information silos are just some challenges that can impede your business transformation program. That's why we begin by placing your observed operational constraints under the scanner.

Multiple opportunities can be unlocked for your core and support functions through process transformation, helping you realize business value. But there are many roadblocks that you could face in transforming your processes – starting from drafting strategies to implementing and sustaining ongoing improvements, all the while managing change to ensure success.

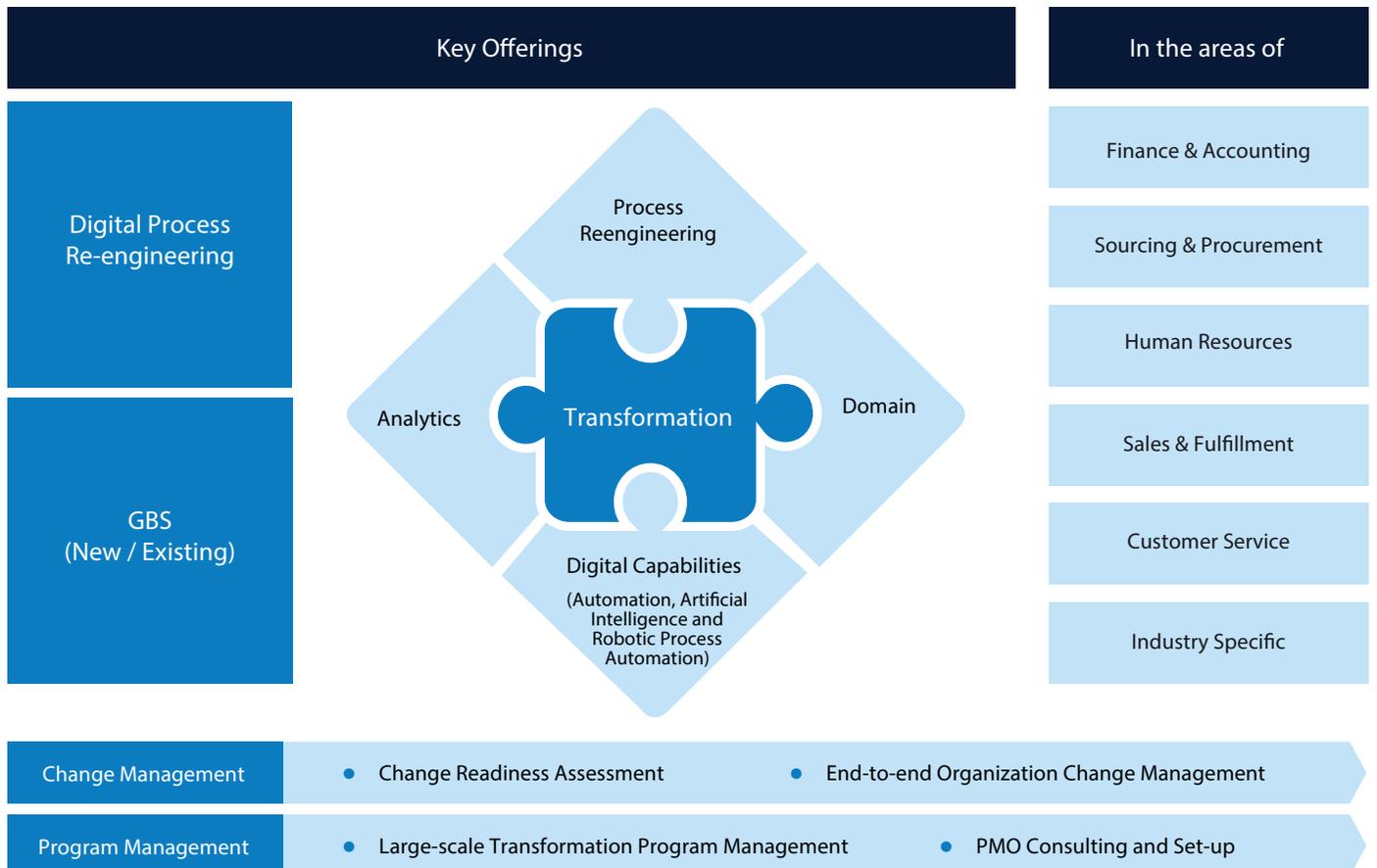
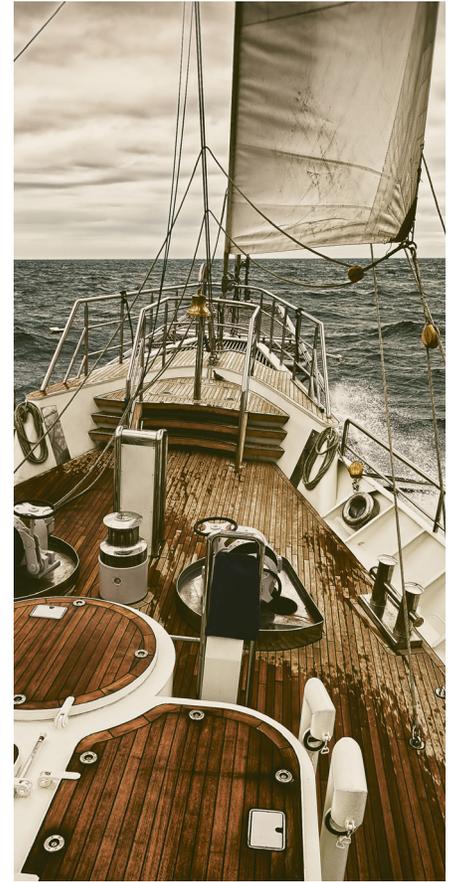


Sail into headwinds: Embark upon an end-to-end transformation journey

We help our clients in their end-to-end transformation journey. We identify and solve business problems by bringing capabilities at the intersection of process reengineering, domain, digital capabilities (automation, artificial intelligence and Robotic Process Automation), and analytics. We identify the problem statement upfront by capturing the real customer / user experience at key moments of truth before delving deeper – that’s design thinking approach that we take. Design thinking employs unique and creative techniques which yield guaranteed results. Once the problem statement is clear, we measure, benchmark and design processes so they are ready to transform and bring in more efficiency and effectiveness, and stellar human experiences. Our bespoke process and digital solutions, full stack of

automation solutions, and insight-driven navigation, supported by our change management and program management, creates sustainable transformations and converts disrupters into opportunities. Some of the key functional and domain areas where we offer our services are corporate functions such as finance and accounting, sourcing and procurement, sales and fulfillment, and industry specific areas including banking, and insurance.

We have developed a proven methodology to catalyze transformation across two key areas: digital process reengineering and new / existing global business services (GBS).





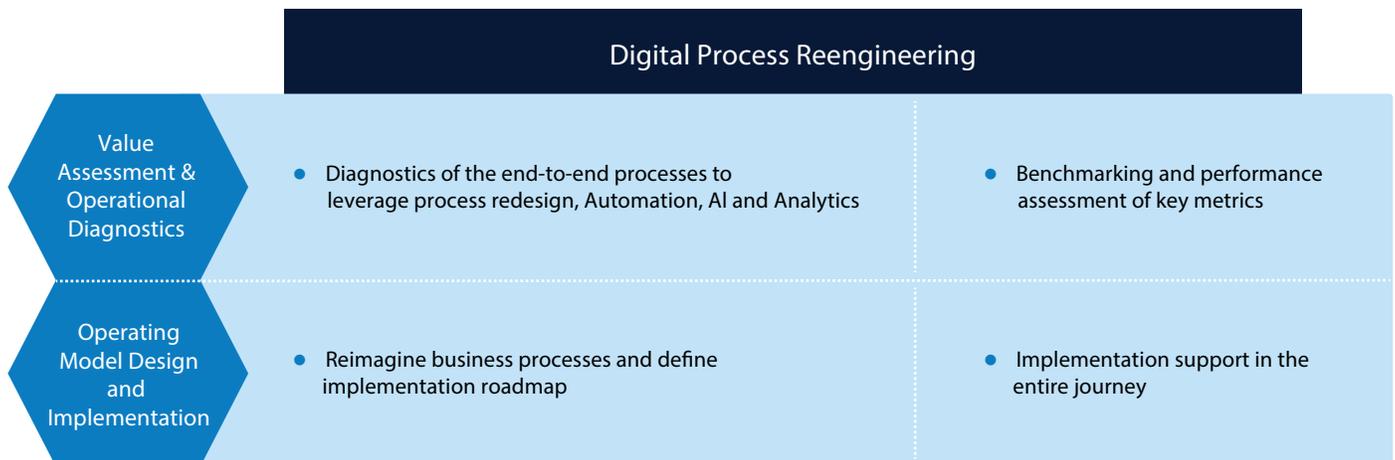
Know your knots: Proven methodologies in digital process reengineering

In a digital world, businesses strive to achieve for their processes to be more

strategic and efficient, a goal of process re-engineering.

It kicks off with value assessment and operational diagnostics. Here we adopt our proven practitioner-led approach and leverage our toolkits and frameworks,

combining our digital capabilities with our process and domain expertise. This provides unbiased external perspectives on your business and validates your standing when compared to where you want to be.



This is followed by operating model design and implementation where we leverage our well-established operational excellence framework, supported by organizational change management and project management for seamless implementation. Our reengineering solution is comprehensive and leverages our digital capabilities, and domain and technology expertise to fundamentally rethink and redesign business processes.

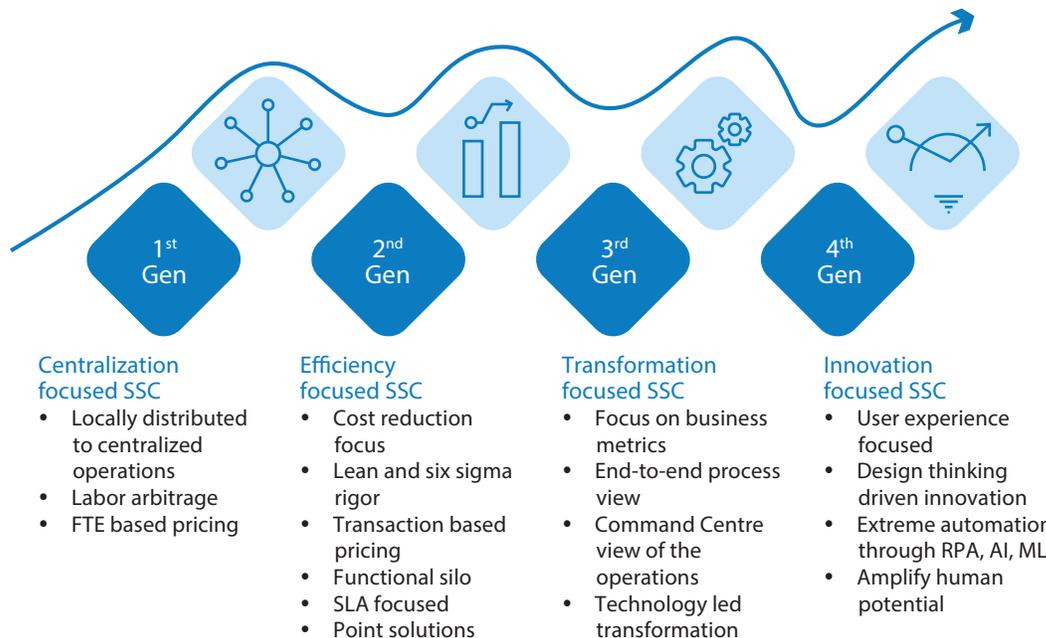
Velocity made good: Digital Global Business Services (GBS)

The next leap in value from shared services comes via a focus on next-gen GBS. That is, improved service delivery models, end-to-end function focus, attention to developing 'next-generation' products and services, transformation, and total

user experience management. We can partner with your organization throughout the creation and evolution of your GBS organization. We can set up new or transform your existing GBS.



Evolution of Shared Services Through the Years



For a new set-up, we offer GBS strategy and implementation. We leverage our proprietary framework and tools built utilizing our experience of running shared services for multiple organizations across geographies, industries and functions, thereby bringing practitioner expertise combined with top down consultative support. Change management is a key component for successful implementation of GBS.

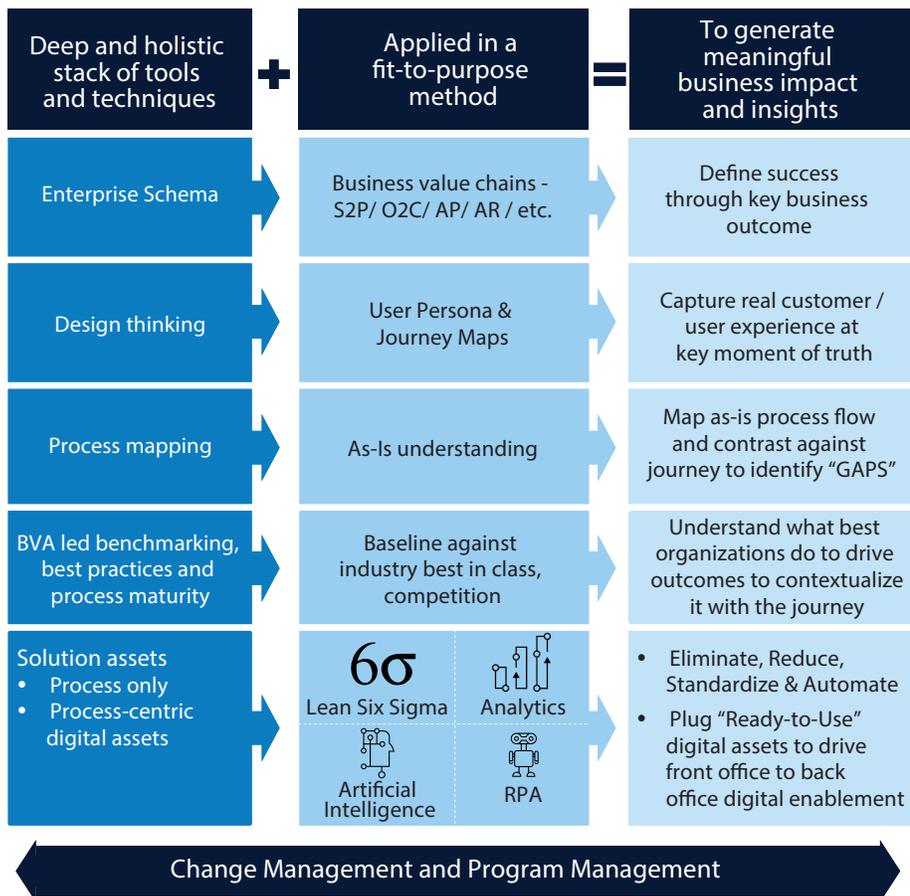
Our offering includes:



We can transform your existing Shared Services set-up through our GBS breakthrough offering which leverages our proprietary Operational Excellence model, Process Progression Model (PPM), and combines them with best-in-class practices.

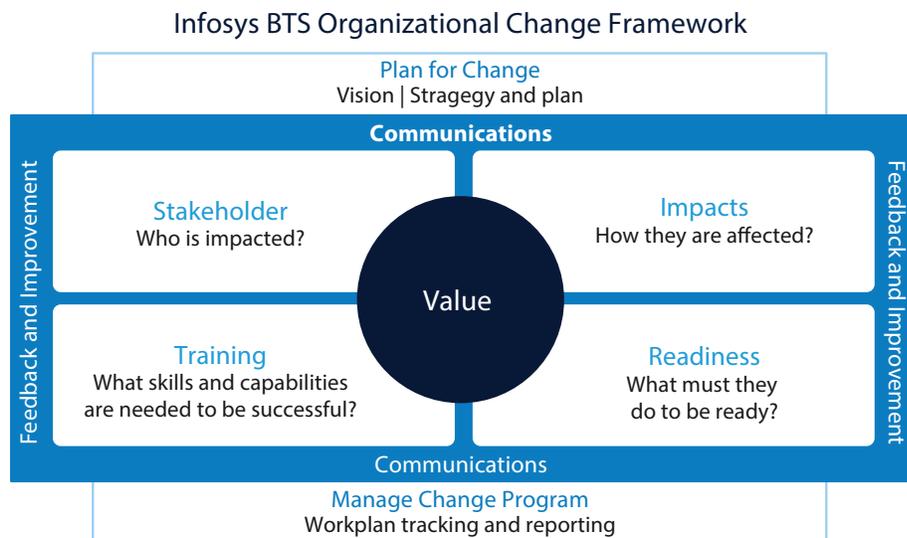
Strong hand on the tiller: How we do it?

We apply our diverse stack of tools and accelerators in a fit-for-purpose method to generate meaningful business impact and insights.



Staying calm in rough waters: Organizational Change Management (OCM)

People and organizational risks pose the biggest hindrance for a transformational program success. Therefore OCM will be embedded in all transformation programs, and will begin early in the journey to understand what aspects of the human side of change are to be addressed. We also look at right-sizing your change initiatives to suit your organizational culture / challenges.





Case Studies: Making headway with Infosys



USD 5-6 million savings potential identified for a global sourcing company. Shared services and automation were the key levers to transform the supply chain and merchandising function. A detailed road-map was defined and is getting implemented



3-15% reduction in overall spend by category over five years from spend consolidation and optimization, harmonized processes, reduced cost of compliance, data-driven insights, and accurate and transparent reporting through shared services design and implementation for a global healthcare service provider in India



5% improvement in service level, 10% increase in stewardship, 5% increase in productivity and 10% increase in cost savings by benchmarking and designing the business service center for one of the fastest growing CPG companies in the US



USD 8 million cost saving opportunity over a 5 year period through centralizing 185 full-time equivalents (FTEs) and associated processes in the shared service center for a Caribbean conglomerate



AUD 500,000 in savings year-on-year, improved business processes, and standardized way of working, increased efficiencies and capacity across three locations through process transformation for mail operations for a leading direct marketing firm in Australia



Insights around gaps to promote improved way of working, streamlined document creation, storing, retrieval and sharing, and improved productivity, enhanced metrics and end-user satisfaction through process optimization and transformation for the office of the Chief Legal Officer for a leading insurance and financial services firm in US



Cost savings of 25% due to centralization and 15% due to transition of activities to BPO environment, increased process maturity through identification of global best practices, and enhanced control and quality environment through process harmonization and standardization through process modeling, redesign, centralization and transition for a global healthcare company in Lodz



100 % accuracy by eliminating manual interventions, reduced cycle time, up to 600% increase in current volumes, faster response to market, and USD0.65 million incremental free cash flow for Year 1 through automated broker statements reconciliation for a leading global insurer and reinsurer in Bermuda

For more information, contact infosysbpm@infosys.com



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