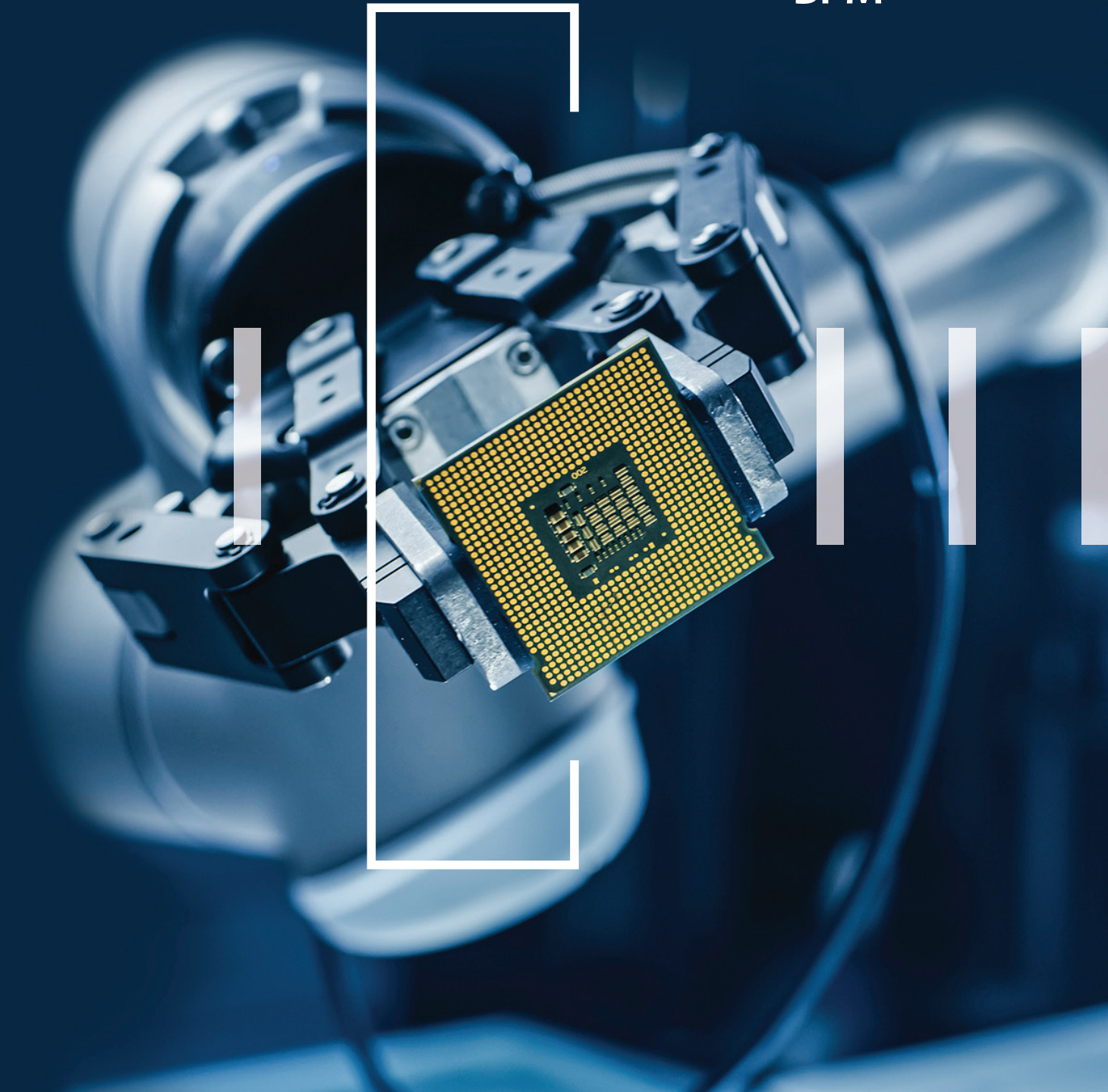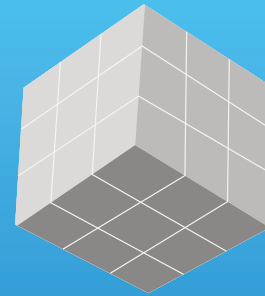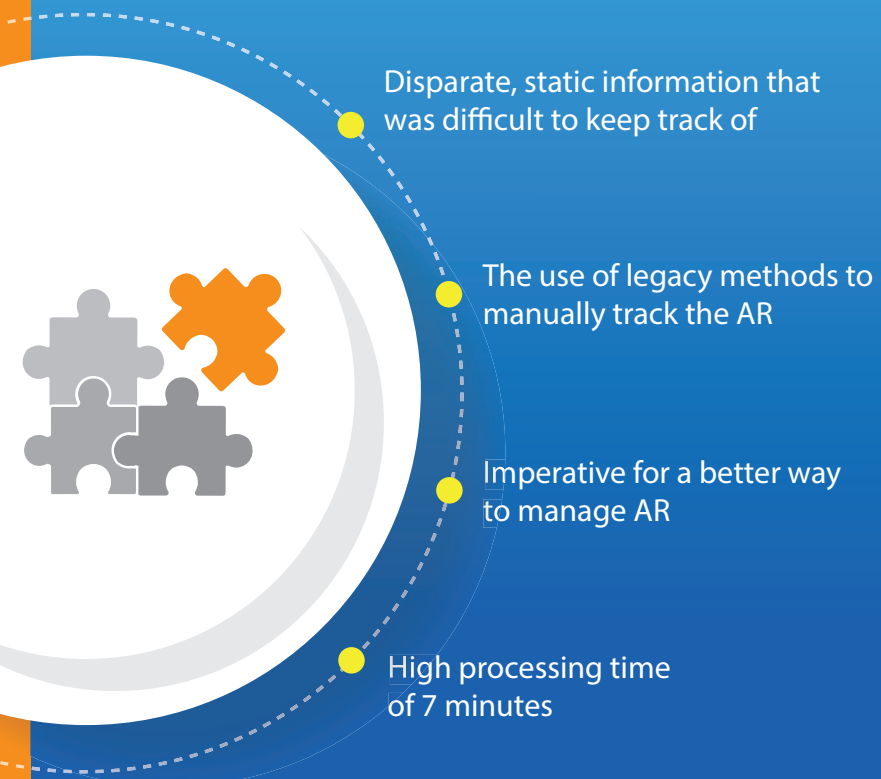# FREE UP YOUR PEOPLE TO STREAMLINE THE MONEY TRAIN

Automating and streamlining client's processes to save effort and reduce time by over 90%.

The client is a US-based electronics manufacturing services provider.

Infosys®
BPM

CHALLENGES

The client wanted to optimize its accounts receivables (AR) process with a collection target of over $1.8 Mn, which was riddled with the following challenges:

- Disparate, static information that was difficult to keep track of
- The use of legacy methods to manually track the AR
- Imperative for a better way to manage AR
- High processing time of 7 minutes

SOLUTIONS

The Infosys BPM team took the below approach:

- ▶ Initiated a process to streamline and automate the workflow
- ▶ Leveraged quick to develop Smart automation to generate dunning notices for account holders with past due balances
- ▶ Prioritized collection activities
- ▶ Consolidated the AR data
- ▶ Implemented a reminder system and activity log
- ▶ Introduced account and invoice level notes
- ▶ Integrated communication tools
- ▶ Instituted auto-dialers

BENEFITS

Infosys BPM helped the client with the following:

- ▶ Timely dispersal of collection letters with minimized errors
- ▶ Improved accuracy by the users
- ▶ Ease of use due to the user-friendly interface

30 seconds
Improved processing time, from 7 minutes

1300+
Man-hours saved

90%+
Reduction in processing time

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