

“NOT A HAIR OUT OF PLACE” PROCESS DESIGN

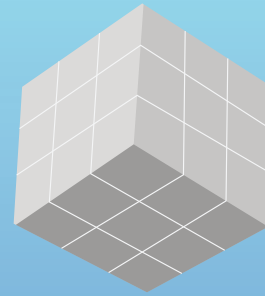
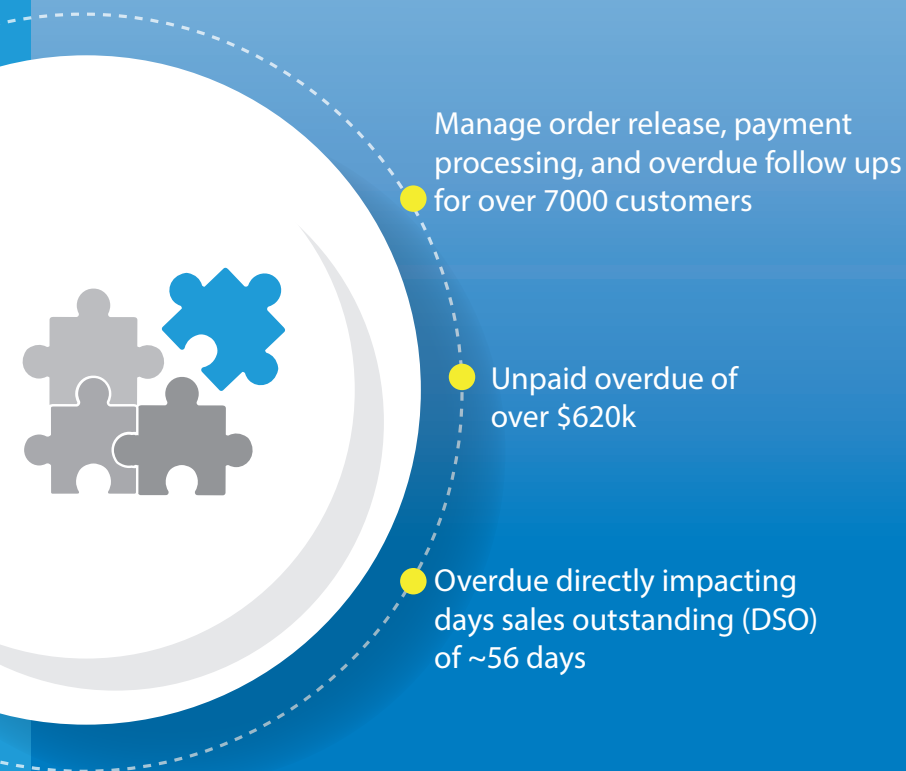
Improved process deployments to maximize collection efficiency and profits, to the tune of ~\$6 Mn.

The client is a leading global beauty and cosmetic products company based out of the US.



CHALLENGES

The client faced the below challenges pertaining to credit management:



SOLUTIONS

Infosys BPM deployed a custom-built comprehensive process design for the collection process which:

- ▶ Redesigned the AR process based on Lean methodology
- ▶ Shared statement of account 2 weeks before its due date so customers were made aware of the end of the month payment amount
- ▶ Offered early payment discounts to deal with late payers or convert them to good payers
- ▶ Increased awareness pertaining to available payment options to the customers
- ▶ Enabled self payments for the customers
- ▶ Leveraged excel-based macros to eliminate manual interventions
- ▶ Automated the order release activity



BENEFITS

Infosys BPM helped the client with the following:



- ▶ Reduced efforts with automation of reports and redesigning of AR portfolio management via Load balancing
- ▶ Reduced DSO by over 19 days, resulting in early collection and improved cash flow
- ▶ Enhanced touchless order release activities to 90%



~\$6 Mn
Improved cash flow



~\$150k
Loss avoidance



30%
Improvement in overdue

For more information, contact infosysbpm@infosys.com

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