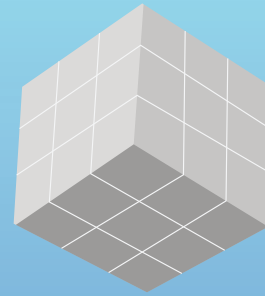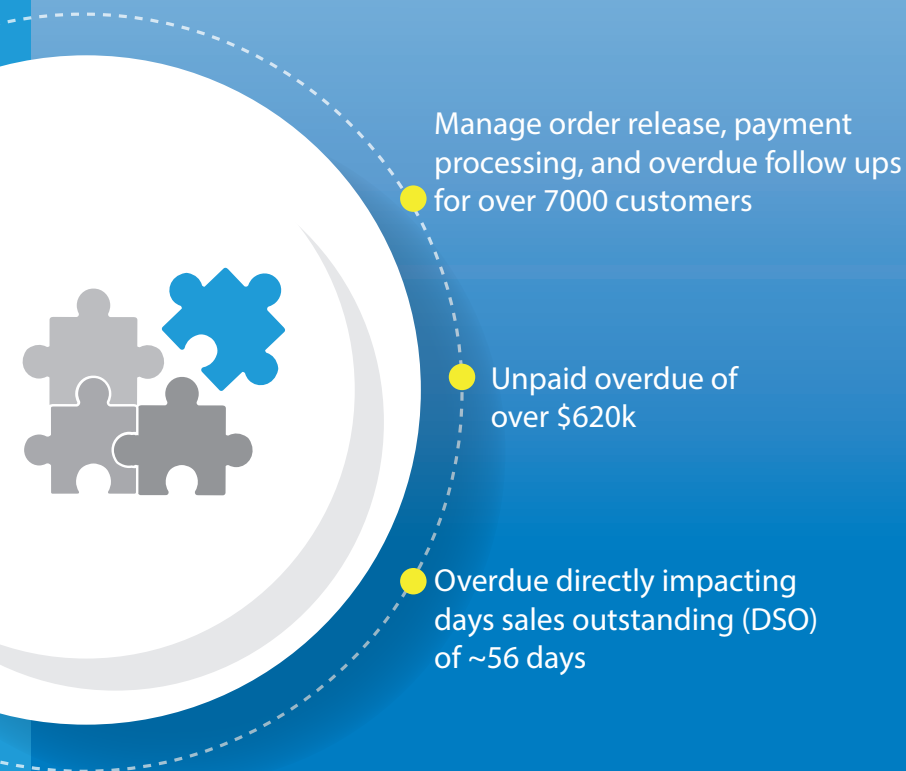# "NOT A HAIR OUT OF PLACE" PROCESS DESIGN

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.

Infosys®
BPM

CHALLENGES

The client faced the below challenges pertaining to credit management:

- Manage order release, payment processing, and overdue follow ups for over 7000 customers
- Unpaid overdue of over $620k
- Overdue directly impacting days sales outstanding (DSO) of ~56 days

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

Infosysbpm.com

Stay Connected

Infosys®
BPM