Infosys BPO Finance and Accounting (F&A) Practice

As finance functions seek to keep pace with mounting business and regulatory demands, the CFOs are expected to drive effectiveness, provide 'financial conscience' and make finance function lean and efficient. Additionally, the board expects them to provide a financial structure which is agile, connected with the rest of the organization, automated and completely metric driven. Infosys BPO has been first choice of CFOs aiming to achieve the desired state of finance function through transformational outsourcing partnerships. Across the globe Infosys has been working with leading CFOs in providing them with innovative business process management solutions that can help transform their finance organization into a world-class function in terms of role, performance and finance functional cost structure.

Infosys BPO F&A Practice Service Offerings

Since its inception in 2004, F&A practice has been one of the largest and fastest growing segments in Infosys BPO, contributing to over 40% of annual revenues. The practice offers the entire gamut of processes across F&A activity spectrum- from pure-play transactional services to high-end services such as SEC reporting, SOX compliance, Tax, VAT, GAAP-IFRS convergence support etc. Our consistent leadership position rankings in the Gartner’s F&A Magic Quadrant, Everest FAO PEAK Matrix and other analyst reports are a testimony to our completeness of vision and execution capabilities.

Some of our Key Investments in the F&A Outsourcing Space

We have been continually making key investments in our practice to improve domain capabilities and seek out improvement opportunities that deliver value to clients. Some of these investments are:

- Setup of Global Finance Centre of Excellence (FCoE) for enhancing domain competence (training/certification) and thought leadership development
- Comprehensive internal benchmarking exercise covering 540+ metrics to assist in developing ‘Benchmarked process & pricing model’ and providing credible inputs for service enhancement
- Operational Analytics to mine business insights, uncover value creation

Order to Cash
- Customer Data Management
- Quote and Order Processing
- Credit Analysis
- Billing & Collections
- Cash Application
- Customer Query Helpdesk
- Claims/ Returns processing

Procure to Pay
- Supplier Management
- Catalog Management
- Invoicing & Claims Processing
- Payment Processing
- Pre-order and Post-order Processing
- Vendor Helpdesk

Record to Report
- Fixed Asset Accounting
- Project Accounting
- Real Estate Accounting
- Lease Accounting
- Cost Accounting
- General Ledger Accounting
- Reconciliations - Intercompany, Bank
- Book Closure
- Financial Reporting
- Treasury Support – Cash Management, Forex Exposure etc

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Snapshot of our F&A Credentials

- 90+ Global Clients, includes 25 in Fortune 500
- 22 Delivery Centers across the world
- 30+ Clients serviced from On-site and Near Shore Centers
- ~14500 F&A professionals worldwide
- 4800+ Procure to Pay, 5600+ Order to Cash, 1900+ Record to Report 2000+ Tax & Compliance Support
- Yearly transactional volumes handled:
  - 25 Million + Invoices processed/year
  - 580 Billion + payments processed per year
  - No of receipts applied in a year: 3.3 Million+
  - No of a/c reconciled: 781,000+
  - No. of JEs Posted/year: 750,000+

- Planning, Budgeting and Forecasting Support
- Financial Analysis - Sales, Products, Markets, Revenues, Profit, Margin & Cost
- Performance Reporting & Decision support
- Audit Support
- SOX Compliance Support
- Regulatory Reporting Support
- Taxation Accounting
- VAT Accounting, Reporting

Enterprise Reporting, Analysis and Planning and Others

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With Technology Providers on areas ranging from Mailroom management, E-Invoicing, Business Intelligence and Cloud ERP
- Independent Risk Management, Compliance and Quality Assurance Team
- A transparent and holistic Process Progression model™ (PPM) framework to transform F&A engagements

infosysbpo.com
Our CFO solutions are modelled on the ‘Process Progression Model™ (PPM)’ Framework:

- Process-aligned delivery structure and harmonization
- Best practices incorporation
- Controls review
- Infosys F&A Smart Process Catalogues

Globally optimal delivery model
- Consolidation into global transactional hub supported by near-shore/ on-shore delivery footprint

Leverage technology multipliers
- Workflow, automation and business support tools
- Business platform solutions
- Cloud-based offerings

Smart Operations
- Six Sigma / Lean projects
- Continuous Improvement
- Benchmark to ‘best in class’
- Operations best practices

Decision Insight Center
- Unified Global Dashboard
- Real-time KPIs with Drill-down, trends
- Supports business insights via leading and lagging indicators

Benefits

Financial Parameters
- Better Working Capital management
- Finance functional cost reduction
- Revenue protection
- Variable cost structure

Technology
- Better value for technology investments
- Automation tools to deliver process
- Efficiencies and effectiveness
- Higher Straight-through-Processing
- Robotics Process Automation

People
- Widen resource base
- Deepen skills to support finance and business organization
- Right skilling & leveraging resource base

Business Partnership
- ‘No surprises’ culture
- Insights to business
- Ownership of end to end financial performance metrics
- Increased participation in strategy & decision making

Case Study - Transformation of Global SSCs of a Global Electronics Major

Client Profile: Global electronics major generating revenues of €25bn, employing 120,000+ employees in over 70 countries

Infosys BPO Solution:
- Started with re-badging of 1400 FTEs in Poland, Thailand & India
- Consolidated 3000+ FTEs across 10 global delivery centers supporting end to end F&A processes
- Rebadging of resources in Netherlands, Japan and setting up of new delivery centers in Brazil & South Africa
- Taking end-to-end ownership of service metrics & defined KPIs for finance performance tracking
- Global optimized delivery model implementation by secondary transfer of activities from International centers to low cost delivery centers
- Implemented Rule Based Controlling model to support controllers’ focus on business partnering

Benefits Delivered to the Client:
- 92% processes from 400 BUs in 40+ countries consolidated and harmonized in Infosys delivery centers
- Identification and implementation of 110 transformation initiatives and creation of future transformation roadmap
- Implemented Infosys suite of technology tools to automate the process
- Movement to transaction based pricing model
- Support in disentanglement of a business unit for divestment
- Embarked on a joint program to deliver savings of €40 Mn through transformation

About Infosys

Infosys is a global leader in consulting, technology, outsourcing and next-generation services. We enable clients, in more than 50 countries, to stay a step ahead of emerging business trends and outperform the competition. We help them transform and thrive in a changing world by co-creating breakthrough solutions that combine strategic insights and execution excellence. Visit www.infosys.com to see how Infosys (NYSE: INFY), with US$8.25 B in annual revenues and 165,000+ employees, is helping enterprises renew themselves while also creating new avenues to generate value.

Infosys BPO, the business process management subsidiary of Infosys, provides a broad range of enterprise and industry-specific services. We deliver transformational benefits to clients through our proprietary Process Progression Model™ (PPM). These benefits include cost reduction, ongoing productivity improvements and process reengineering.

For more information, contact infosysbpo@infosys.com

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