

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.

Procure to Pay	Order to Cash	Record to Report	Enterprise Reporting, Analysis and Planning and Others
<ul style="list-style-type: none"> • Supplier Management • Catalog Management • Pre-order and Post-order Processing • Invoice & Claims Processing • Payment Processing • Vendor Helpdesk 	<ul style="list-style-type: none"> • Customer Data Management • Quote and Order Processing • Credit Analysis • Fulfillment Support • Billing & Collections • Cash Application • Customer Query Helpdesk • Claims/ Returns processing 	<ul style="list-style-type: none"> • Fixed Asset Accounting • Project Accounting • Investment 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 	<ul style="list-style-type: none"> • 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

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+ ERAP 200+ Tax & Compliance Support	Yearly transactional volumes handled: 25 Million + Invoices processed/year \$80 Billion + payments processed per year No of receipts applied in a year: 3.3Million+ No of a/cs reconciled: 781,000+ No. of JEs Posted/year: 750,000+

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

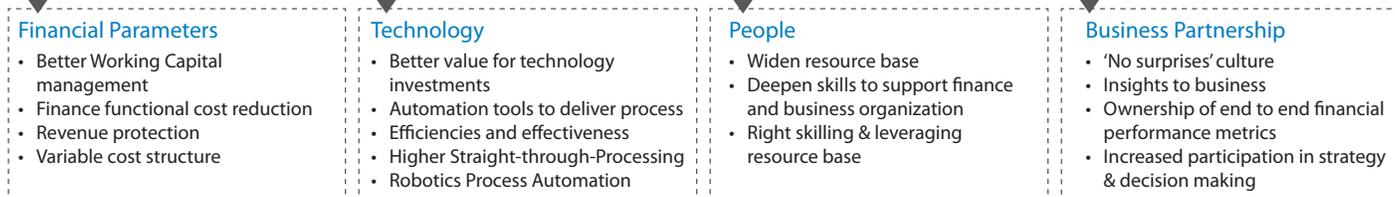
We have been continually making key investments in our practice to improve domain capabilities and seek out improvement opportunities that deliver value to clients. Some of these investments are:

- 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 opportunities and assume end-to-end CFO metric ownership
- One F&A Suite: Industry leading portfolio of F&A Key Solutions comprising of Transaction Enablers, Governance & Compliance Solutions, Analytics Frameworks, Business Platforms etc., complemented with global partnerships 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

Our CFO solutions are modelled on the 'Process Progression Model™ (PPM)' Framework:



Benefits



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

- Consistently ranked in the Leadership Position of Gartner's Magic Quadrant for F&A BPO
- Positioned in the Winner's Circle of F&A provider in 'F&A Blueprint' by HFS
- Rated as market leader in Platform consolidation in 'F&A Outsourcing report' By Nelson Hall



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.

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