Business as Usual (and Beyond) in Unusual Times

How Infosys BPM ensured timely processing of critical activities during the month / quarter close for its client, a UK-based telecom service provider, amidst the unprecedented times.

**Achievements**
- £240M Invoice Value Cleared
- £98M AR Invoice Value Raised
- £50M Unmatched Credit Notes Completed
- 200+ Activities Completed On-time
- 30k+ AP Invoices Processed
- 295 Man Hours Saved
- 7k+ Critical Payroll Run
- 99% Accuracy
- £1.4M Cash Allocated

**Challenges**
- COVID-19 Outbreak
- Quarter / Month Close
- Lockdowns
- Critical Business Requirements
- Network & Connectivity
- Employee Safety Measures
- Desktop Movements

**Notes**
- Completed 99% Accuracy
- 295 Man Hours Saved
- 30k+ AP Invoices Processed
- £240M Invoice Value Cleared
- £98M AR Invoice Value Raised
- £50M Unmatched Credit Notes Completed
- 0 Impact on Business
- BAU Enablement
Infosys BPM Approach

Work from home enabled for employees, covering 85% from RTR process, 60% from Payroll process, and 74% from P2P & O2C processes working in BCP situation

Daily allocated counts and month-end activities closed as per SLA

All critical and other non-critical daily and month-end activities completed on time

Tasks closed with over 99% accuracy for all the processes as per agreed timelines

Internal errors rectified in the internal audits before the payment, thereby running error-free processes

Critical tasks identified and a robust coordination built between the teams

“We have just completed our month end close and I have been very impressed by how seamless it has been! Despite the new ways of working and the challenges we have experienced, in both the UK and India around remote working, this month end has been as smooth as any I can remember.”

- Client VP, Group Finance Controller

7 Days to enable BAU

100+ SOX controls tested

17 SLAs completed

49 KPIs met

76% Employees enabled for WFH