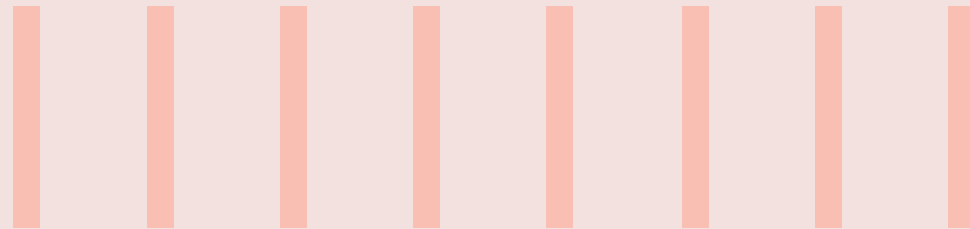




BEARING FRUITS WITH PROCESS AUTOMATION

How a multinational fast food holding company improved productivity, scalability, and accuracy through automating finance and accounting processes



Abstract

Infosys BPM helped its client standardize and automate over 60 processes and deployed always-on bots to improve efficiencies, saving \$1.15 Mn in the first year alone.

Infosys BPM's client, a Canadian multinational fast food holding company, with revenues of over \$5 Bn with more than \$30 Bn in system-wide sales, and over 24,000 restaurants in 100+ countries and US territories.



Food for thought on enterprise processes

As a company grows and expands geographically, systems and processes get decoupled. Over time, disparate processes create inefficiencies that require more time, effort, and resources than usual. Manual interventions also hinder process visibility and impact accuracy.

The client, with its widespread operations and tens of thousands of transactions,

was facing this challenge. Their finance and accounting (F&A) processes such as journal entry, balance sheet reconciliation, invoicing, and prepaid card refund were manual and non-standardized. These effort intensive tasks, occupied high bandwidth of the employees especially during peak season which led to routine SLA violations, errors, and high attrition in the team.

Attrition further meant loss of knowledge, additional costs of re-hiring and re-training, and low productivity of new employees on their learning curve.

The client wanted to move away from manual dependence in F&A and partnered with Infosys BPM, looking for process automation.



The perfect recipe for automation

The Infosys BPM team conducted workshops to understand the 'as-is' end-to-end processes and document high-level processes. The team used the proprietary

Infosys AssistEdge platform to streamline manual interventions, and 15 AssistEdge bots (robots) were deployed to automate the processes. The team also ensured

that the automated processes were SOX compliant, user acceptance tested, and offered hyper care support.



Robotic Process Automation with Infosys Assist Edge

Operational excellence - End to end automation

Automates repetitive and manual tasks involving multiples systems, multiple steps, and business rules, through software robots



Smart User Environment

Operational productivity - Agent enablement

Unified dashboard that non-intrusively aggregates information from disparate sources and provides automation on demand



Integrated Device Monitoring

Intelligent Insights

A non-disruptive, non-intrusive product that monitors user device activity and application usage



Real-Time Expertise Manager

Seamless experience across channels

Intelligent routing algorithm analyzes the context of interaction and directs it to the right expert

Reaping the benefits of automation

The client team was processing more than 10,000 journal entries, 12000 reconciliations, 8200 invoices, and 5500 refund transactions every year. Completely automating the 68 processes involved in these transactions resulted in over 5100 hours of manual effort saved annually. In addition, the automation also improved accuracy and productivity while mitigating knowledge retention issues. The 15 bots operating 24/7 with 70–80% of automated processes enabled scalability on demand.

Infosys BPM helped the client discover the benefits of process automation and delivered \$1.15 Mn of savings in the 1st year itself. The new systems will deliver continuous value to the client over the coming years.



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