

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

295 Man Hours Saved

30k+ AP Invoices Processed

200+ Activities Completed On-time

£98M AR Invoice Value Raised

**£240M Invoice Value
Cleared**

0 Impact on Business

7k+ Critical Payroll Run

BAU Enablement

£50M Unmatched Credit
Notes Completed

99% Accuracy

£1.4M Cash Allocated

Challenges

Desktop Movements

**COVID-19
Outbreak**

Lockdowns

Network & Connectivity

Quarter / Month Close

Critical Business Requirements

Employee Safety Measures

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

