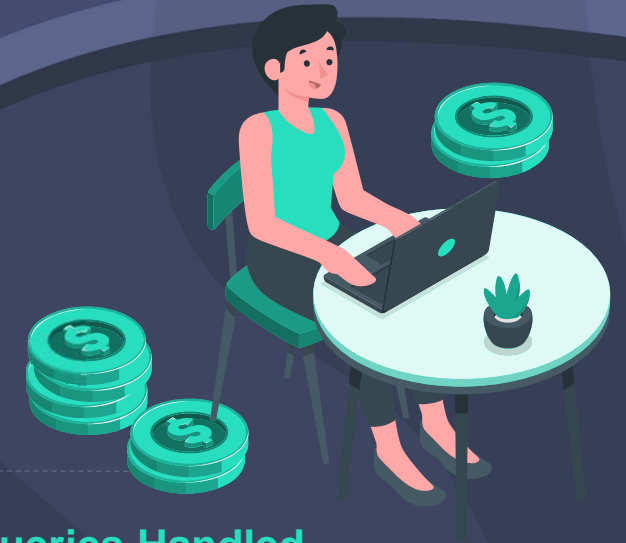


Business as Usual (and Beyond) in Unusual Times

How Infosys BPM ensured timely processing of transactions to keep the lights on during the month / quarter close for its client, a leading professional services organization, across the globe



Achievements

15 regions

\$70M Settled Claims Value

40,000+ Invoices processed

9000+ Queries Handled

3 Geographies – APAC, EIMEA, NA

**\$864M+ Invoice Value
Processed**

179 Legal Entities

~150,000 Claims Settled

4 DCs

35 Languages

7000+ Journals Posted

75 Countries

BAU Enablement

Seamless Work with Onshore / GDS Teams

Challenges

**Quarter / Month
Close**

Data Privacy & Confidentiality

**COVID-19
Outbreak**

**1500 Employees Across
India, China, Poland**

Limited Direct Oversight

Higher Co-ordination Needs

1-2 Days TAT for Transactions

Infosys BPM Approach

Work From Home enablement / testing - two weeks prior to lockdown

100% Laptop users in India & Poland and 80% in China

Client Stakeholder connect and communication on a daily basis

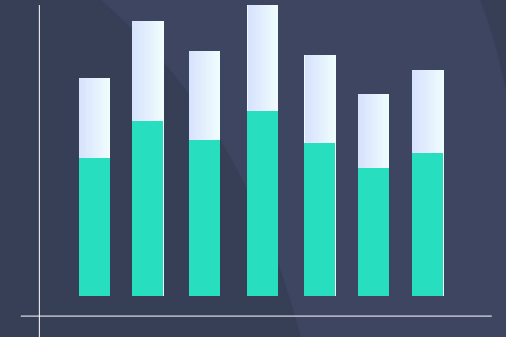
Volumes tracking and reporting to all onshore teams daily

Virtual daily meetings to co-ordinate and ensure seamless delivery

Weekly updates to Regional Finance Leads / Transformation Board

“The response to business continuity plans due to COVID crisis, that went smooth so far...It was handled very very well in China... Managing SLAs during this COVID outbreak is a testament to how smooth the execution has been, I am pleased, thank you. The response has been great...”

- Client Leadership (Group CFO and VMO Office)



4
Days to
enable BAU

100%
Employees enabled
for WFH from India &
Poland

32
Processes

Infosys[®]
Navigate your next