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

3 Geographies – APAC, EIMEA, NA

~150,000 Claims Settled

4 DCs

7000+ Journals Posted

40,000+ Invoices processed

\$864M+ Invoice Value

Processed

75 Countries

9000+ Queries Handled

179 Legal Entities

35 Languages

BAU Enablement

Seamless Work with Onshore / GDS Teams

Challenges

Data Privacy & Confidentiality

Quarter / Month Close

Limited Direct Oversight

COVID-19
Outbreak

1500 Employees Across India, China, Poland

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

4Days to
enable BAU

100%
Employees enabled
for WFH from India &
Poland

32 Processes "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)





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