# CONNECTED WITH THE CLOUD – LIVE ENTERPRISE FOR A GLOBAL TELECOM GIANT

Abstract

Jane Bennett, the AVP responsible for accounts payable at a global telecom giant, wanted to enhance the performance of her procure-to-pay (P2P) function. She was looking for support to integrate the disparate systems across her organisation. She collaborated with Infosys BPM, who leveraged their cloud-based platform to integrate the systems and seamlessly connect people across locations. It not only enabled her to realise significant cost savings and streamline operations, but also helped reduce stress levels in the system.

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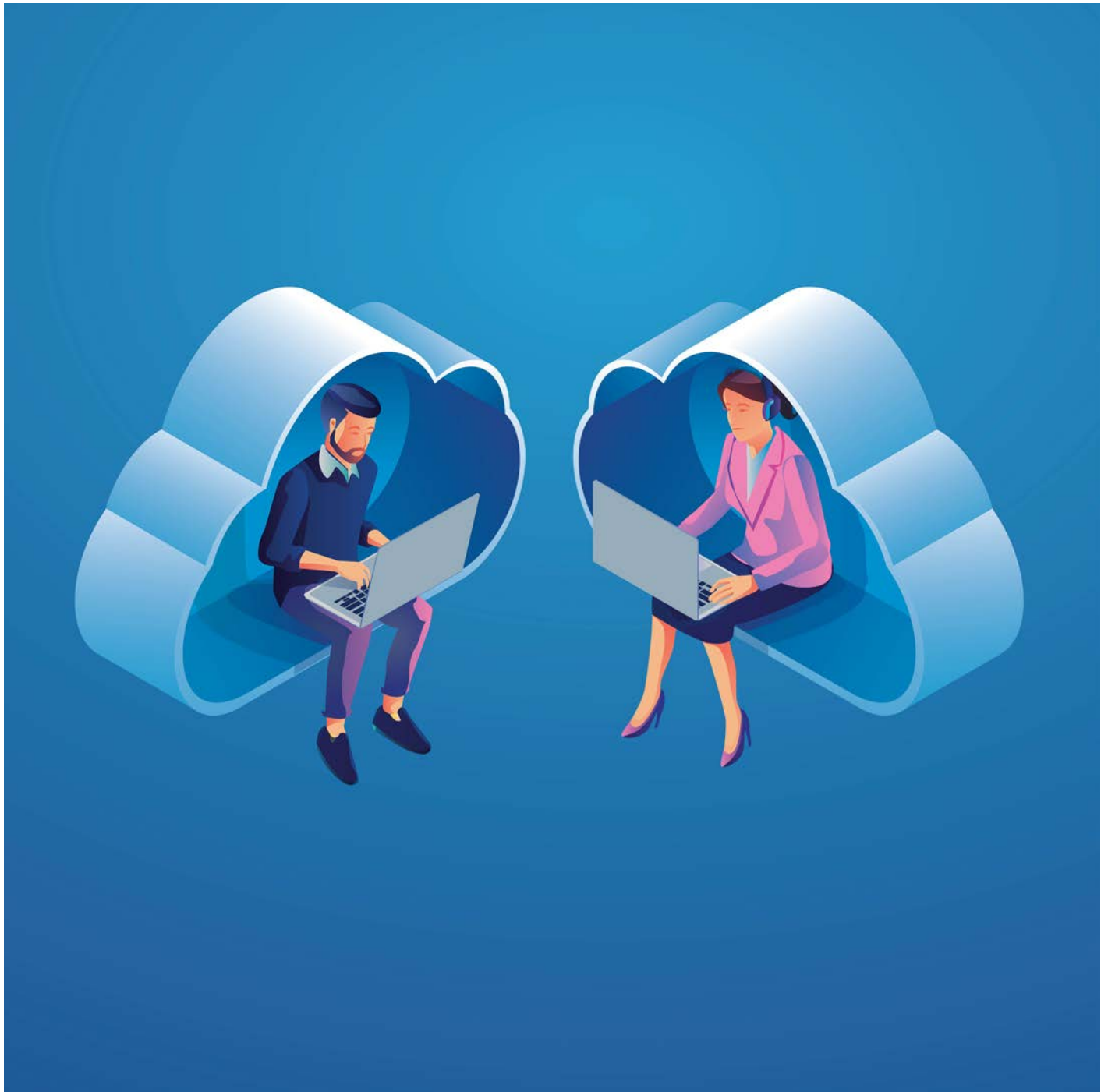
Spread thin across the globe

Jane Bennett paused for a breather in the middle of a busy day. As an AVP at a $171 Bn US-based global telecom giant, she was responsible for the company's accounts payable, subrogation, and liabilities.

Managing the payment cycle for all the vendors for her organisation meant running a $80 Bn invoice-to-pay cycle with distributed users across different systems and countries – totaling over 400,000 transactions. But Jane often felt anxious about the low levels of digitisation in her procure-to-pay (P2P) organisation. Her teams were using largely manual processes which were error-prone and time-consuming. In addition, over 500 business users across the 42 countries the company operated in, were using disparate systems, as the central system did not have the capability to connect them all.

As an outcome of these challenges, she lacked visibility into the processing statuses and trends for various accounts payables tasks. These were leading to her being constantly in firefighting mode.

Networked and connected organisation

For organisations on the digital transformation journey, agility is key in responding to a rapidly changing technology and business landscape. Now more than ever, it is crucial to deliver and exceed on organisational expectations with a robust digital mindset backed by innovation. Enabling businesses to sense, learn, respond, and evolve like a living organism, will be imperative for business excellence going forward. A comprehensive, yet modular suite of services is doing exactly that. Equipping organisations with intuitive decision-making automatically at scale, actionable insights based on real-time solutions, anytime/anywhere experience, and in-depth data visibility across functions leading to hyper-productivity, Live Enterprise is building connected organisations that are innovating collaboratively for the future.

Cloud with a silver lining

On thinking through her challenges, Jane realised that what she needed was a networked and connected platform tying together all the company's disparate business systems. This single platform would provide her comprehensive insights into important metrics such as those relating to late, early, or on-time payments, as well as DSO, working capital, and blocked invoices. With these insights, she knew she would be much more in control of her function and its outcomes. Another benefit was that she wo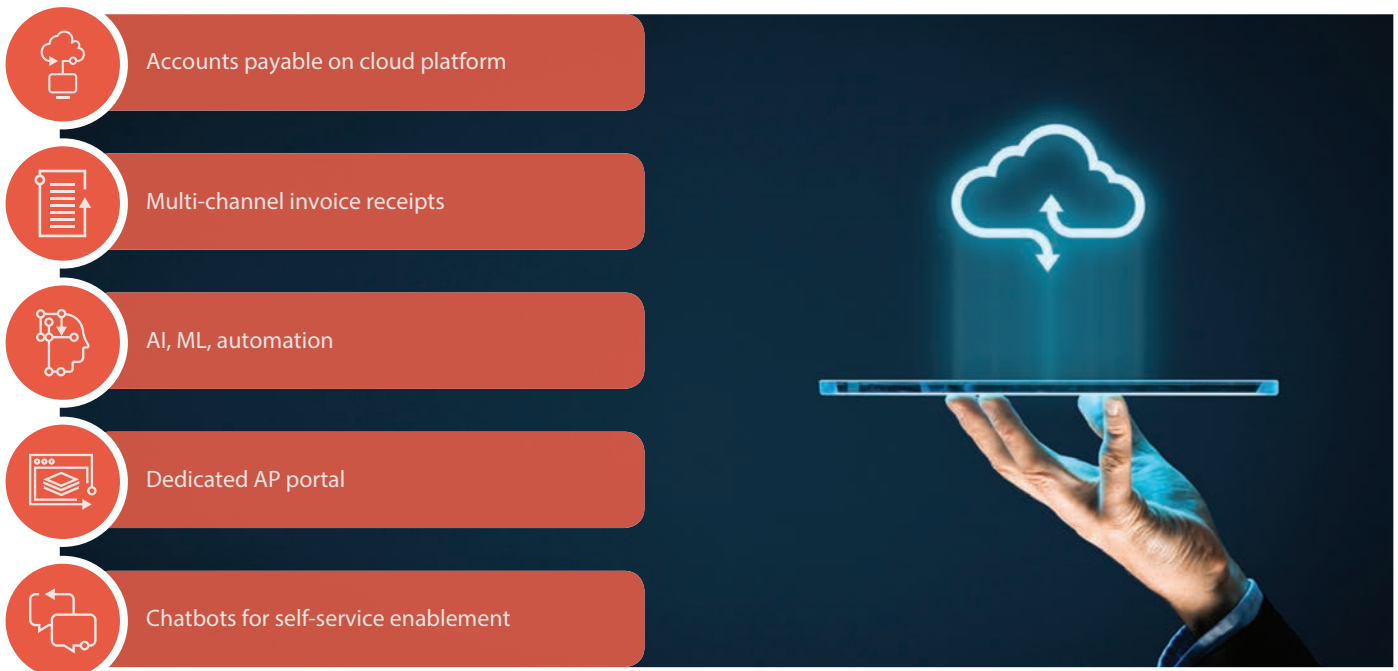uld be able to drastically cut the costs of her accounts payable processes, which was always critical for her to achieve.

Jane scheduled meetings with her senior management colleagues, and they decided to leverage an external service provider to deploy a single platform for accounts payables. They rolled out an RFP and during the due diligence processes, Infosys BPM was found to be the right service provider, given their rich heritage of solving complex business process challenges for large global enterprises.

Jane connected with Rudra Basu, her designated point of contact and a transformation specialist at Infosys BPM, and shared her situation and objectives. Rudra suggested to transform Jane's invoice-to-pay processes centered around Infosys BPM's proprietary solution, accounts payable on cloud (APOC) – a next-generation touchless platform for accounts payables. Using a business process-as-a-service (BPaaS) model, APOC would offer end-to-end managed accounts payables services on the cloud.

Approach summary

- Accounts payable on cloud platform
- Multi-channel invoice receipts
- AI, ML, automation
- Dedicated AP portal
- Chatbots for self-service enablement

When Jane scanned the long list of APOC's benefits, she was convinced. Its ability to provide multi-channel invoice receipts, its in-built AI, ML, and automation at scale capabilities were exactly what she needed. She collaborated with Rudra to plan for the implementation of APOC. During their discussions, Rudra took her through APOC's feature list in detail, explaining how its dedicated AP portal, chatbots for self-service enablement, and analytics console displaying actionable insights would help deliver manifold benefits including cost savings of approximately 50%.

Rudra also told her that Infosys BPM established a dedicated delivery center in India to support Jane's global operations. Staffed by over 170 finance professionals, the team leveraged APOC to make the accounts payables processes best-in-class.

Jane and Rudra initially faced some delay in implementation of the platform due to change management concerns. They quickly sorted it out by securing the required approvals, and the solution went live seamlessly.

A network of benefits

The solution went live and quickly connected Jane's globally dispersed teams spread across 42 countries. With APOC integrating the 7 ERPs of the company across its geographies, Jane was soon breathing easier as the platform started delivering results.

Key benefits

- ~$80 Bn worth payments processed annually
- 400k+ transactions
- 500+ disparate global users connected
- Cost savings of ~50%
- Real-time visibility with actionable insights

Without a glitch, APOC connected over 500 global users and took over the load of over 400,000 payment transactions worth ~$80 Bn. Also, Jane was thrilled with the real-time insights the platform delivered to her, using the actionable insights provided to improve her AP metrics relating to on-time supplier payments, days payable outstanding (DPO), early payment discounts, and working capital optimisation.

As Jane's accounts payables operations achieved the top quartile of benchmarked performance, the significant improvements did not go unnoticed by either the company's suppliers or Jane's colleagues. Thus, the company soon began considering expanding the scope of Infosys BPM's operations to the order-to-cash side of the business as well. These days, Jane appears far more in control and much more relaxed and in high spirits, with the cloud to support and positively impact the growing scope of her work. And that's how Infosys BPM helped the telecom giant with a seamlessly networked and connected solution.

Names have been altered to preserve the identities of the people involved.

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