



*Seven parameters
that define*

finance

&

***accounting
outsourcing***



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Tomorrow's Enterprise

As enterprises look to gain more value from their outsourced finance and accounting processes, what is defining and driving these engagements? We explore these with our finance and accounting outsourcing (FAO) expert.

Our expert



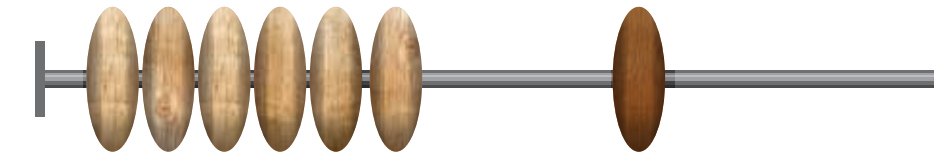
Prasanth Nair

@PrasanthNair02

Global Practice Engagement Leader, F&A

Prasanth Nair has over 14 years of experience in business process reengineering and consulting. His background also includes extensive experience in the Finance & Accounting function globally, spanning manufacturing, retail, and telecom industries. During his 8 years at Infosys, he has played various roles in transition, program management, operations, and transformation. Currently, he heads the practice engagement for F&A services globally. Prasanth holds a Master in Business Administration degree.

Finance and accounting transformation



What do clients expect from finance transformation?
Is it cost reduction or change in delivery of business processes?

- **Stephanie Horsfield**
@HStephanie04



Both and more – they want efficient processes, more controls, sustainable costs, and be a catalyst for growth.

- **Prasanth Nair**
@PrasanthNair02

End-to-end value



How can F&A processes drive end-to-end value?

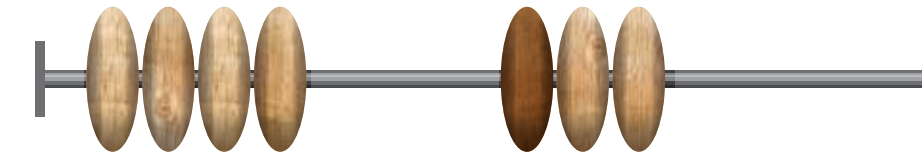
- Madelein Smith
@globalc1tizen



#FAO processes are the backbone for any enterprise, and a streamlined process enables cost reduction, business agility, and growth.

- Prasanth Nair
@PrasanthNair02

Cloud



Although #cloud will reduce cost of service delivery, are clients ready for cloud-based #ERP-type offerings?

- Arun Kumar N
@Arun_KumarN



The early adopters have started, and there's finally some substance to the past hype...but there is still work to be done.



What challenges are you foreseeing as a service provider in adoption of #cloud-based solutions by the clients?

- Prasanth Nair
@PrasanthNair02

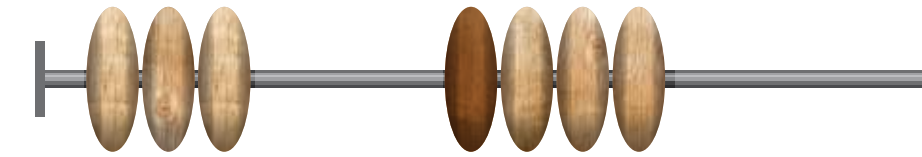


As an early mover in this space, the adoption rates are not yet there. As you know, finance folks are not too keen to experiment. :)

- Stephanie Horsfield
@HStephanie04

- Prasanth Nair
@PrasanthNair02

Automation and technology



Will electronic checks and automation process reduces fraud in FAO process?

- Roshni G Nair
@roshninairg



Since the controls will be hard coded, the chances of fraud are dramatically reduced.

- Prasanth Nair
@PrasanthNair02



How can automation and technology provide a multiplier effect?

- Maddee Hegde
@mphegde



Technology is creating a paradigm change in #FAO, in a much similar way that it's doing all around us. When self-driving cars have become a reality, why not light off payable? Infosys has now evolved a long way in this route. Have automation solution which can reduce manual effort in transactional finance function by almost 5X.

- Prasanth Nair
@PrasanthNair02

Outsourcing



With a very small portion of work managed by service providers, do you think they can really impact client business outcomes?

- **Rajeesh Ravindran**
@rajeesh53

Yes and no. If the small portion enables us to do analytics, we may enable big-bang outcomes. E.g., invoice processing to enable maverick spend reduction. But generally, end-to-end process outsourcing is what can help us impact business outcomes significantly.

While it has been an industry trend to tie the IT + BPO story, what challenges are you foreseeing in implementation?

- **Prasanth Nair**
@PrasanthNair02

Clients are seeing lot of value from this trend which is being reflected in the financials of pure-play BPOs. The only challenge is mainly seen in organizations where IT and business works in silos.

With #FAO #outsourcing getting commoditized, how easy or difficult is it for a service provider to differentiate?

- **Robert Godziszewski**
@GodziszewskiRob

- **Prasanth Nair**
@PrasanthNair02

Its ability to partner and work on a bespoke solution based on the clients latent and tangible needs that differentiates.

- **Robert Godziszewski**
@GodziszewskiRob

- **Prasanth Nair**
@PrasanthNair02

Go *global* but stay *local*



In what ways, the go-to-market strategy for F&A services are different in LATAM countries...your views?

- Sandeep
@sandeepbahety



Bring in salsa and samba. Go local – a nearshore approach is what the doctor orders.

- Prasanth Nair
@PrasanthNair02

Analytics



What percentage of improvement can be seen with intelligent #analytics?

- Stephanie Horsfield
@HStephanie04



Tremendous! Often, effectiveness, savings due to analytics end up being more than the total cost of outsourcing itself!

- Prasanth Nair
@PrasanthNair02

An eye on *transformation* and *delivering end-to-end value*

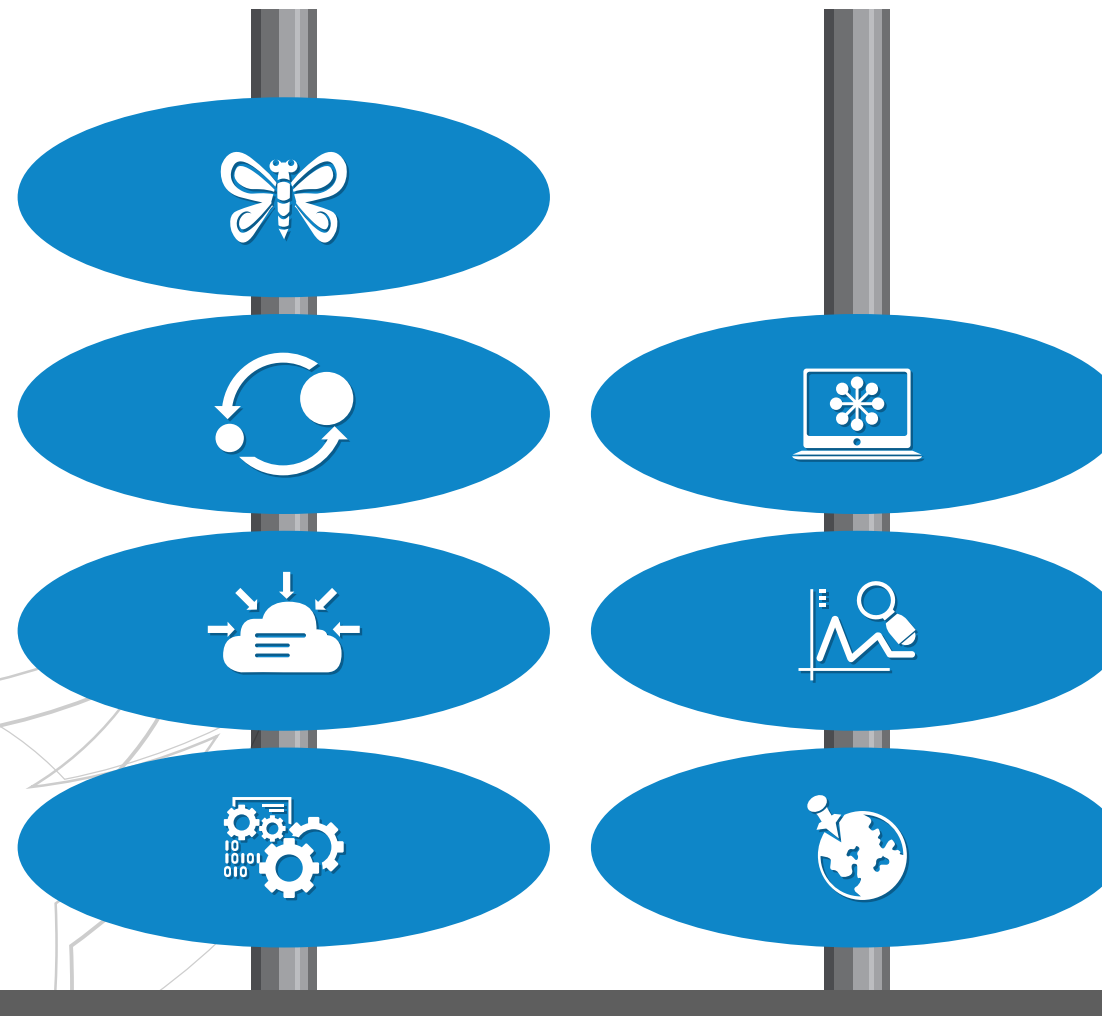
The big winners emerging in the FAO space are:

Transformation that positively impacts F&A processes, controls costs, and drives business growth

End-to-end value with streamlined processes delivering cost reduction, business agility, and growth

Cloud as a tool to deliver low cost services

Automation and technology to have a multiplier effect

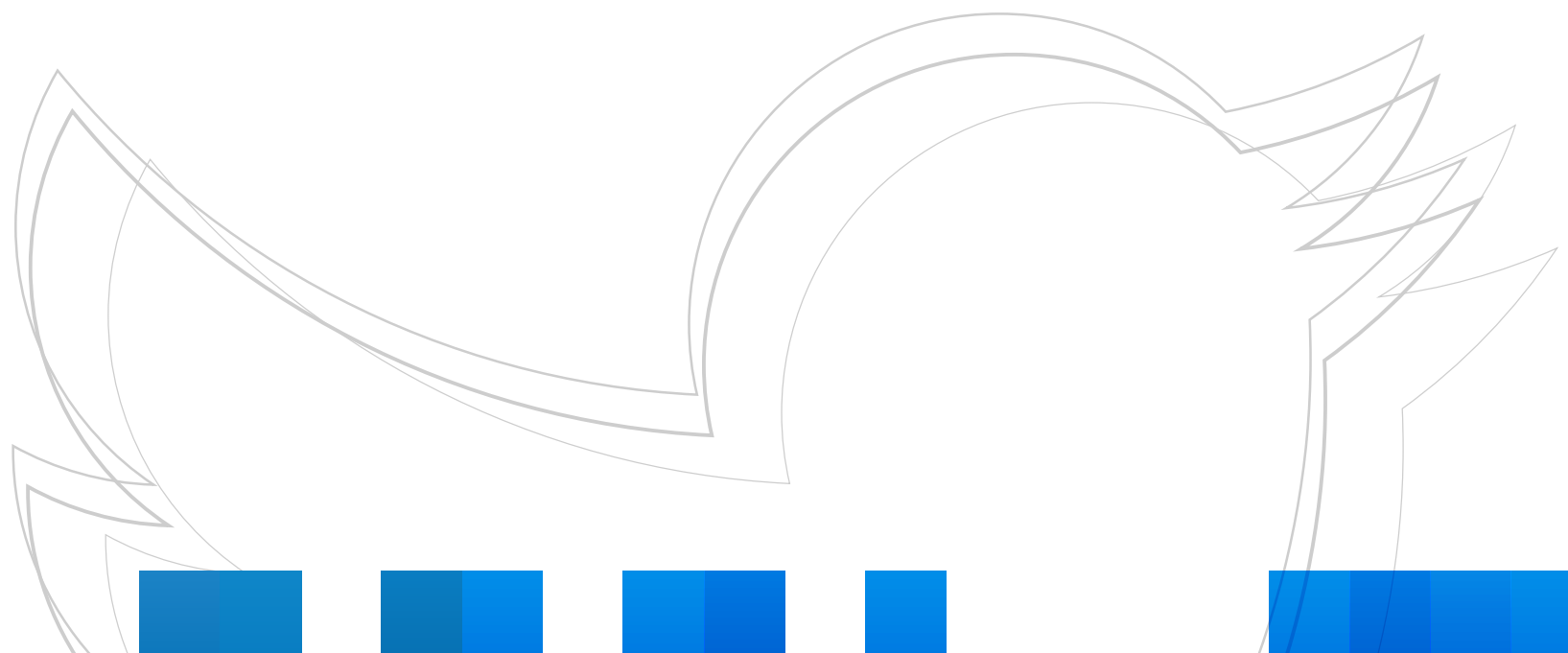


Outsourcing for better business outcomes

Global but local focus is an absolute necessity

Analytics to provide a holistic view that can up the function's performance

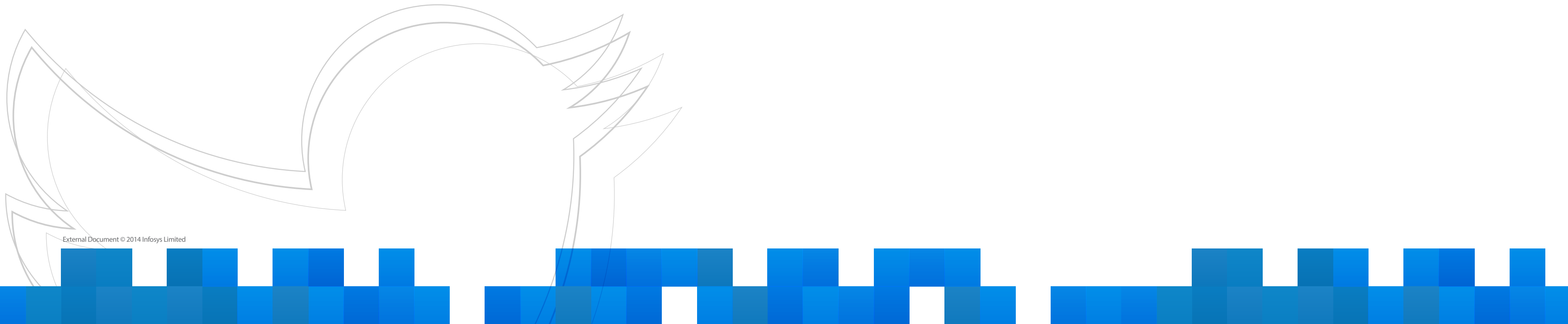
The seven parameters that define FAO are derived from an FAO Tweetchat that brought together the F&A community, and featured an FAO expert from Infosys BPO to discuss the trends and opportunities in FAO.



For more information and insights, please visit us at:

<http://www.infosysbpo.com>

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For more information, contact infosysbpo@infosys.com

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