

A STEP IN THE RIGHT DIRECTION

Infosys BPM efficiently manages high-end S2P contracts for a high-tech company.

A leading high-tech company.



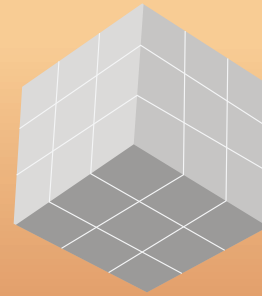
CHALLENGES

The client, a leading high-tech corporation needed contract lifecycle management (drafting, negotiation, execution, admin support).
Key challenges:

Operation in a highly non-mandated procurement environment

A significant source to pay (S2P) transformation, including process redesign, implementation of S2P tech and expanded support

Scope for 100,000 SOWs per year and expansion to non-English-speaking geographies such as Japan, LATAM, and China



SOLUTIONS

Infosys BPM worked closely with the client to understand the cashiers mindsets and took the following steps:

- ▶ Infosys BPM set up multiple teams. All of the procurement contracts from the Americas are being done by a team of attorneys in Costa Rica; all of the EMEA requests are being catered to by the team in Dublin; and for all APAC contracts, Infosys engaged in discussions with the client to set up team in Manila or Sydney, Australia
- ▶ We are currently engaged in reviewing high-end commercial and legal contract drafting, redlining, spotting risks in the contracts and assisting in negotiation for 4 types of requests – low touch (third-party paper), contracts under \$200K, high complex procurement assisted (up to \$5 million) and Legal assisted (up to \$ 5 Mn and containing any legal associated risks) contracts
- ▶ Our team shared their observations with the client and effectively collaborated to improve the existing templates and processes
- ▶ We also worked with the client to define processes to facilitate benchmarking, measurable quality and productivity in throughput
- ▶ The team also worked with the client to jointly define highly vulnerable quality parameters for eliminating chances of errors in drafts

BENEFITS



- ▶ Building a specialized legal support team to assist client in drafting high-end procurement contracts
- ▶ Managing the client partners and supporting the client procurement teams in streamlining the process
- ▶ Ensuring measurable SLAs across geographies and allowing more transparency and predictability
- ▶ Providing the Hub-Spoke-Edge model for optimal global coverage
- ▶ Reducing lead times on contract drafting and base-lining activities, and reducing close-out delays
- ▶ Working with the client to define playbooks and implementation of industry best practices



Up to \$5 Mn
Contract Value Processed



Hub-Spoke-Edge Model
For Global Coverage



Measurable SLAs and
Strict Adherence

For more information, contact infosysbpm@infosys.com

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