



EYEING SPENDS INTELLIGENTLY, WITH ANALYTICS

Abstract

When Miles Brady, the Director of Spend Intelligence at one of the world's largest telecommunications conglomerates struggled with visibility into his indirect spends, he turned to Infosys BPM. That's when he gained an analytical set of eyes through Infosys BPM's powerful ProcureEdge spend intelligence platform, and the insights to better control his spends.



Poring through inadequate reports

Miles Brady put on his glasses as he went through a heap of reports. As Director of Spend Intelligence at a \$171 Billion US-based multinational telecommunications conglomerate, he needed to glean in-depth information on the company's spends to devise effective savings strategies.

But when he came to the reports on indirect spends, they provided him very limited visibility. These complex spends – not relating to the core business of the company, and under diverse categories such as stationery or office rents – totaled over \$90 Bn and were spread out across over 17 Mn purchase order transactions

involving several suppliers and regions.

Miles knew that his difficulty with discovering saving opportunities in these spends would be solved with robust spend intelligence. But he lacked the expertise of an analytics service provider for more layered spend intelligence.



Changing lenses

Miles had been thinking on leveraging an external service provider for quite some time and soon launched an RFP process to identify the right partner. After the necessary due diligence, he finalized on Infosys BPM because of its rich heritage of solving complex business challenges for very large enterprises.

Once the onboarding processes were complete, Miles quickly connected with Infosys BPM's spend intelligence expert, Ryan Shaw. They began closely collaborating, and Miles initially asked Ryan to help him identify consolidation opportunities through mining his accounts payables data for spend insights.

Approach summary



Miles and Ryan began consolidating the data which involved using machine learning (ML) to wrangle data from four different accounting systems. The ML models built by his expert team soon displayed over 90% accuracy when used with training data. Then, having identified

gaps in the data and performed data cleansing and standardization activities, Ryan's analytics experts implemented Infosys BPM's proprietary ProcureEdge platform – an enterprise-grade, AI-powered spend intelligence offering – and deployed over 90 of its pre-built dashboards to

rapidly identify savings opportunities.

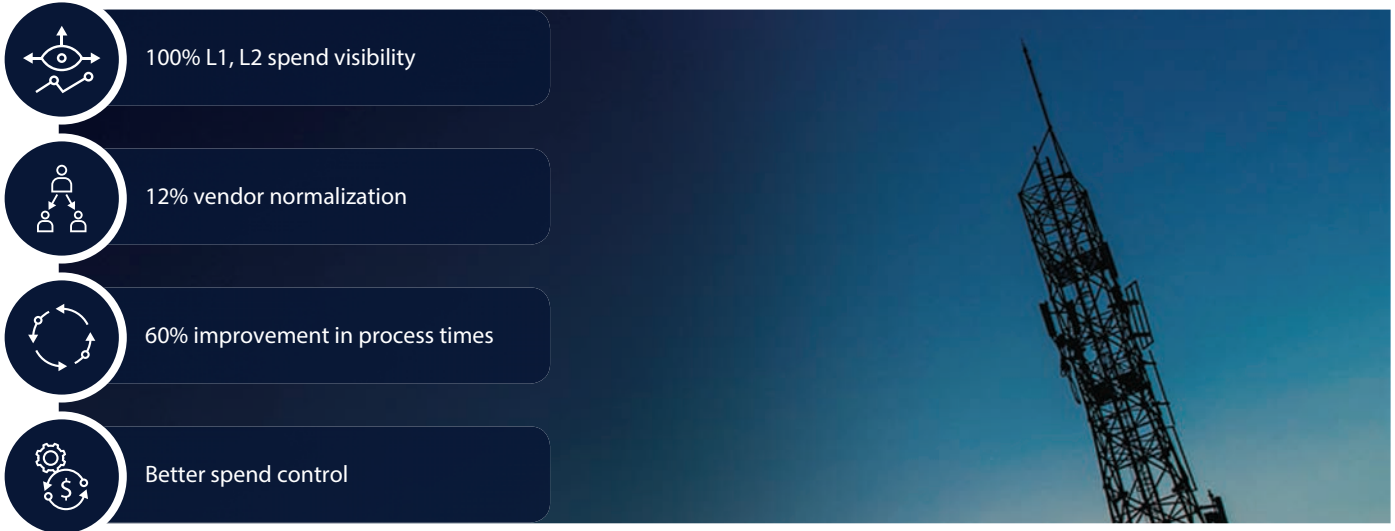
The pre-built dashboards derived many key performance indicators out of the available data sets, and Ryan worked closely with Miles to narrow down on those that were relevant to the business and accordingly customized the dashboards.



Witnessing the benefits

Ryan's dashboards provided Miles with a high degree of spend visibility into his indirect spends, broken down by categories and suppliers – 100% at L1 and L2 levels of insight, and 85% at the L4 level.

Key benefits



Thus, within just three years from the start of the partnership with Infosys BPM project, Miles had been able to leverage these insights to bring about a 12% impact in vendor normalization, and 60% improvement in process times. With these benefits Miles was able to not only

effectively track supplier performance but also have better spend control in place, which in turn helped to devise more effective sourcing strategies.

Recently, Miles shared with Ryan the internal company accolades he had been

receiving for his successes with controlling spend and asked him to include procure-to-pay processes into the scope of the project as well. With Infosys BPM on the job, he knew all his indirect spend reports would only look even better going forward.

**Names have been altered to preserve the identities of the individuals involved.*

For more information, contact infosysbpm@infosys.com

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