

FIXING THE LINES

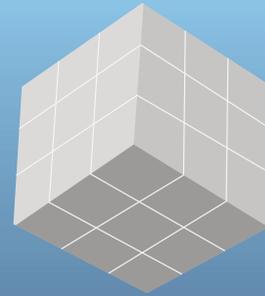
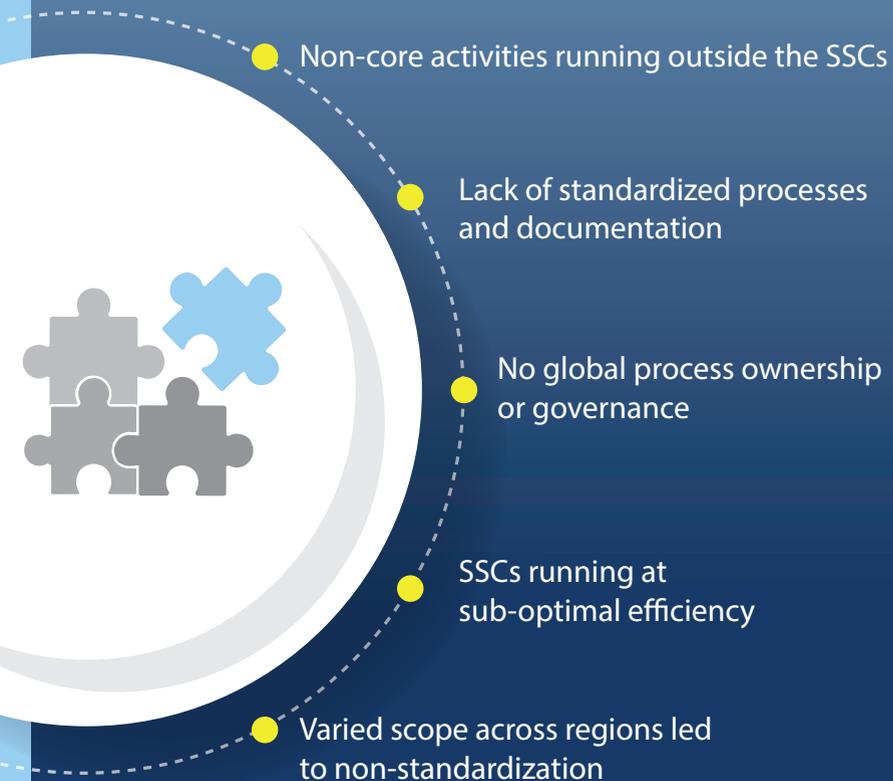
A global hub-spoke-and-edge model transforming financial shared services.

The client is an American manufacturing company specializing in plumbing products, furniture, and engines.



CHALLENGES

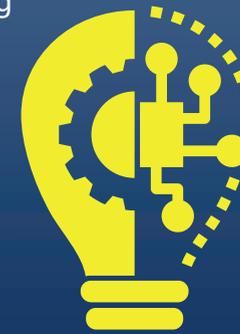
The client faced the following challenges with their multiple regional shared services centers (SSCs):



SOLUTIONS

Infosys BPM took the below steps to create a new model:

- ▶ Conducted workshops to understand the key challenges and organizational maturity
- ▶ Assessed the as-is process for maturity against global standards
- ▶ Determined potential for automation and the requirements for organizational change management
- ▶ Recommended a to-be state with target operating model and a detailed process roadmap covering:
 - Process controls
 - Scope alignment
 - Scope extension
 - Process standardization
 - Automation
- ▶ Made recommendations for service delivery, people quality, knowledge management, technology, and risk and compliance
- ▶ Leveraged best-in-class process metrics and introduced a global hub-spoke-and-edge model
- ▶ Achieved process improvements through automation and analytics



BENEFITS

The robust transition methodology by Infosys BPM helped the client to:



- ▶ Structure, standardize, and consolidate SSC operations across all locations
- ▶ Eliminate non-standard processes and inefficiencies
- ▶ Enable controlled risk-free operations and productivity improvements



\$40 Mn
Potential savings across 5 years

For more information, contact infosysbpm@infosys.com

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