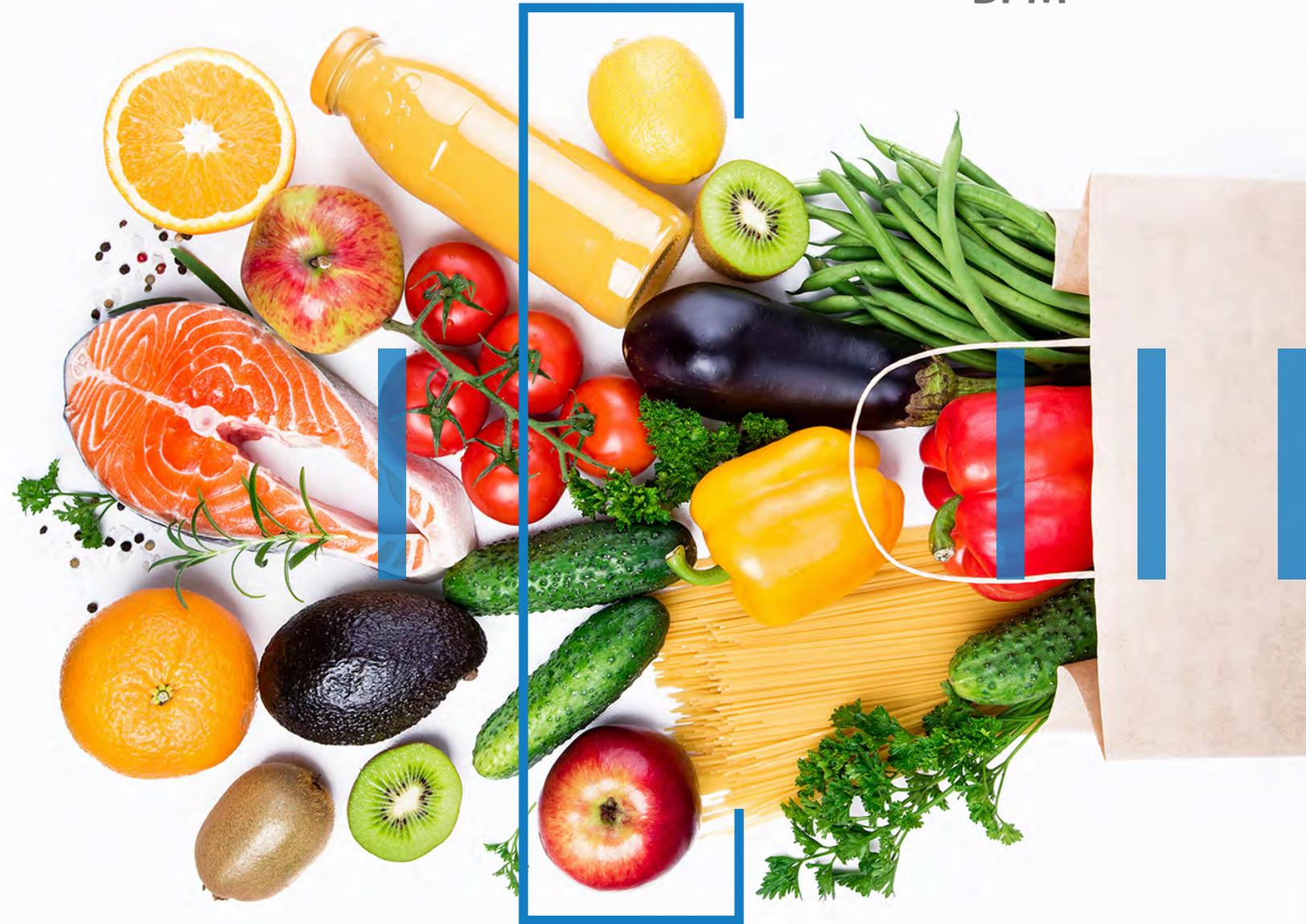


A BALANCED DIET FOR DEBT REDUCTION

How a food services and retail major optimized gross margins and leveraged scale benefits.

A UK-based food services company operating in over 30 countries and serving nearly 1M daily customers.

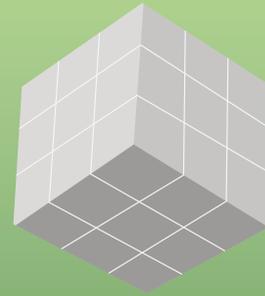


CHALLENGES



The client's operating model had various disconnected processes that did not have any defined standards

The client wished to optimize their investments and gross margins, and leverage scale benefits



SOLUTIONS

The client wished to optimize their investments and gross margins, and leverage scale benefits

- ▶ Ensured no adverse impact on the business operations
- ▶ Streamlined process to include new geographies into the Infosys delivery network and use existing standard processes
- ▶ Established a metrics-driven process where both business and operational metrics were measured
- ▶ Deployed robotic process automation and big data as part of the innovation roadmap



BENEFITS



- ▶ The accuracy of invoice processing increased to 94.8%. This led to the overall increase in the number of invoices processed annually
- ▶ The streamlined processes helped the client reduce their aged debt by nearly 1M GBP in a short period of 6 months



800+
Cash reconciliations processed



18,000
Invoices processed annually



£1M
Aged debt reduced in 6 months

For more information, contact infosysbpm@infosys.com

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