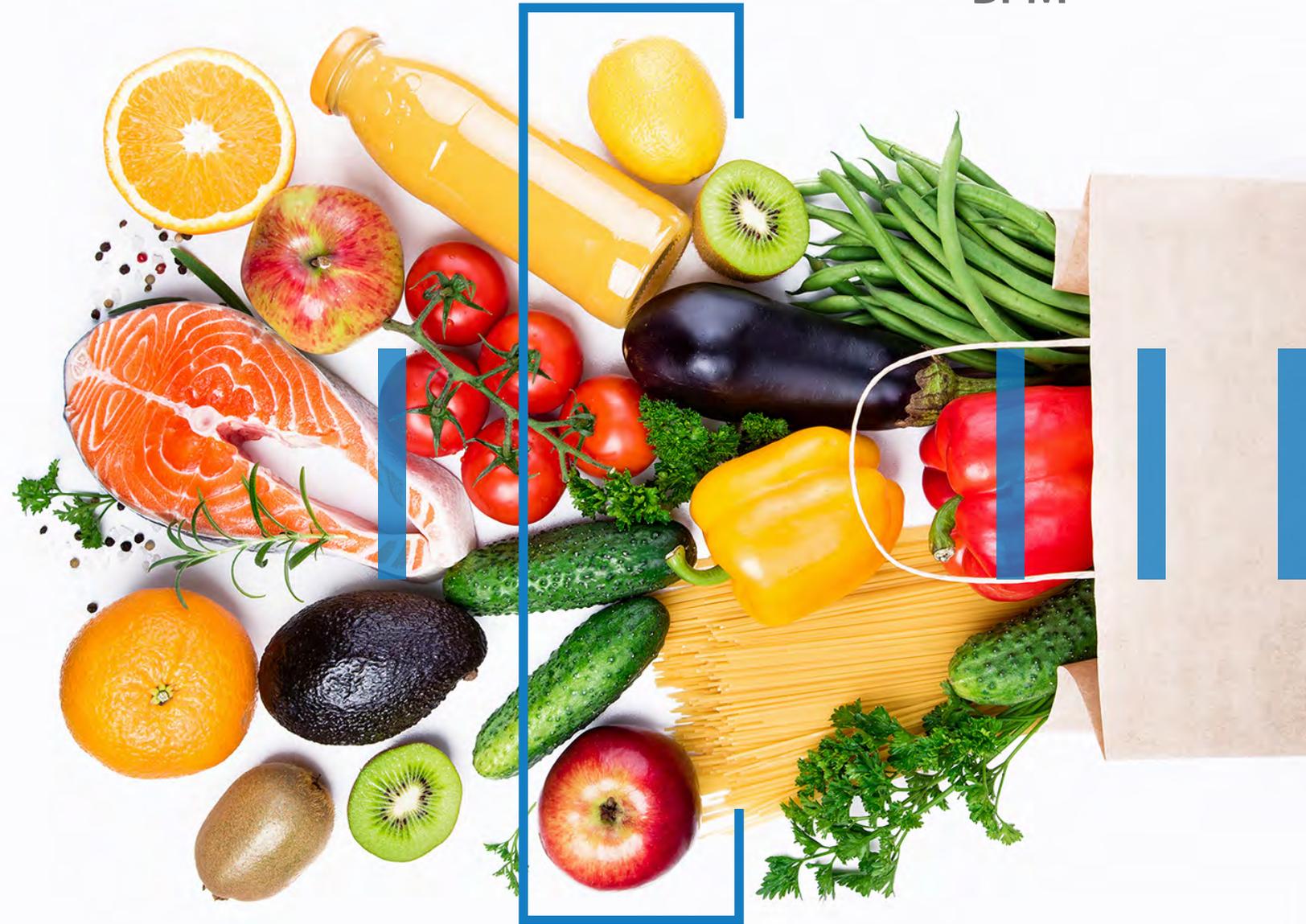


# A BALANCED DIET FOR DEBT REDUCTION

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.

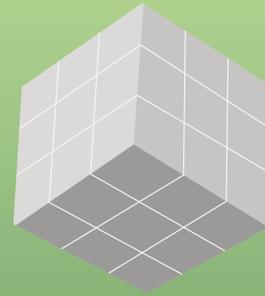


# CHALLENGES



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](mailto:infosysbpm@infosys.com)

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