



# DIGITIZING AND AUTOMATING - THE WAY TO EPIC TRANSFORMATION

## Abstract

One of the world's leading telecom giants partnered with Infosys BPM for the digitization and automation of invoice to payment lifecycle on a BPaaS. This led to the creation of a fully managed technology platform and a BPM services model, the scope of which included 42 countries globally, enabling ~\$80 Bn in payments processed annually.



The client is one of the world's largest telecom, media, and entertainment companies spread globally across more than 40 countries.

## Challenges with manual processing

The client had manual accounts payable (AP) processes, and faced the challenges of human errors and delays in invoice payments, among a host of other issues. The system, apart from being manual and obsolete, lacked efficiency which

resulted in low supplier and customer AP stakeholder experience. There was also the issue of money and time being wasted, since time-critical resources were being used for the manual processing.

The client was keen on an integrated technology and operations managed services model that would accelerate business KPIs as well as boost the efficiency of the AP operations through digitization and automation.

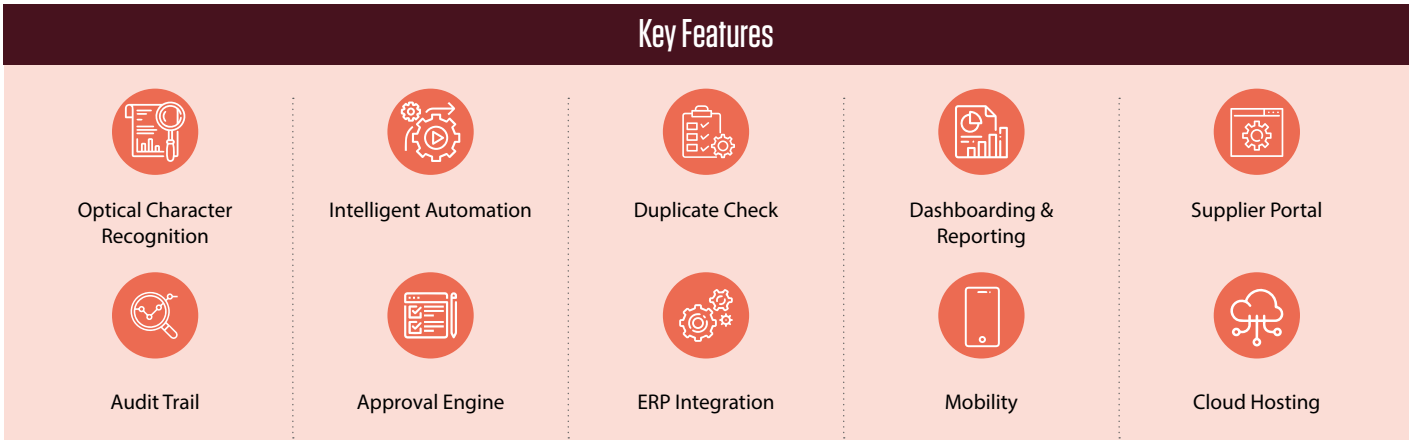
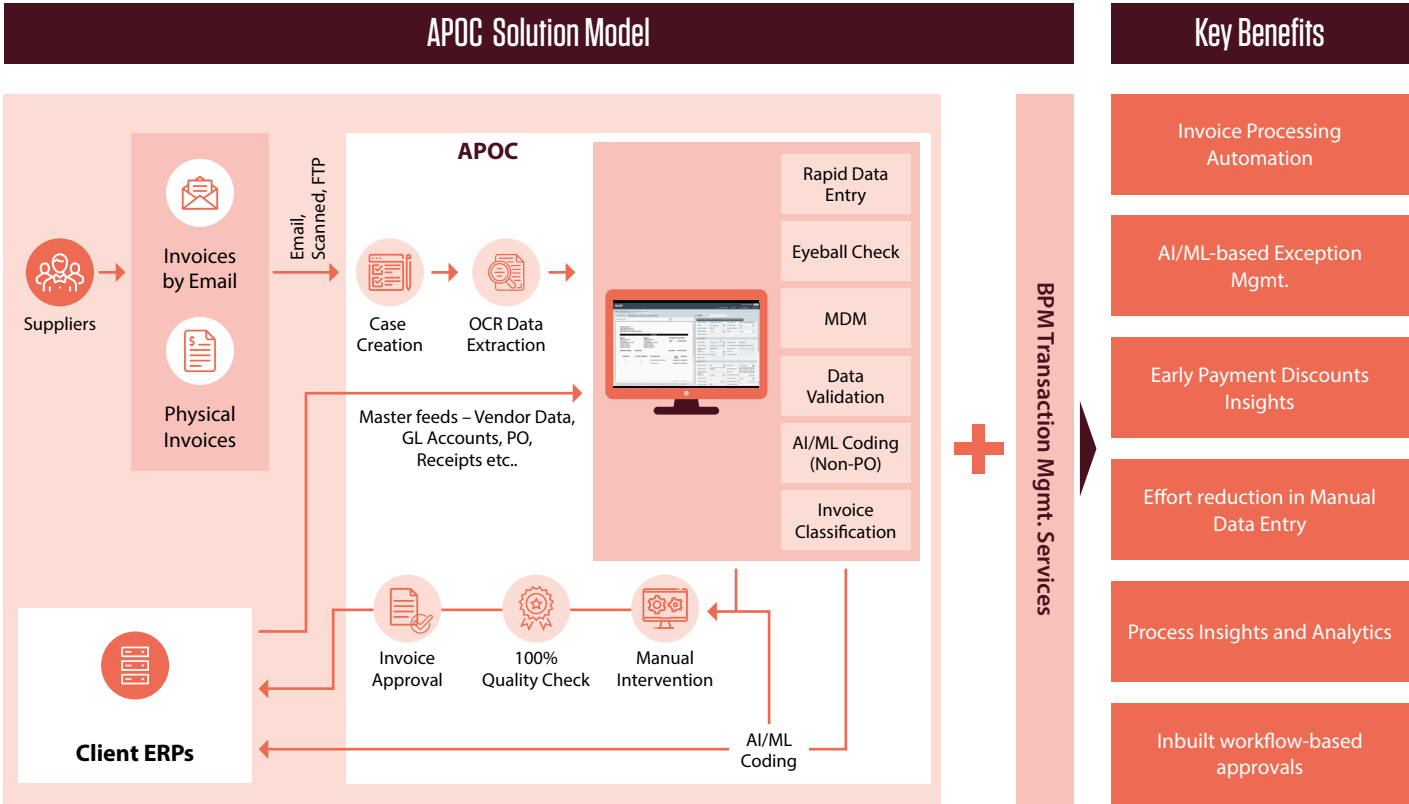
## Automation to the rescue

The client partnered with Infosys BPM to overcome the challenges. The Infosys BPM team leveraged Infosys Accounts Payables on Cloud (APOC) – a fully managed business process as-a-service (BPaaS) solution that could enable technology transformation of AP for the client. APOC

offered a scalable and future-ready solution integrated with AP operations to enable an outcome-based delivery model. It delivered invoice digitization, intelligent automation powered by AI/ML and AP Analytics, on a platform model, with minimal change management. With this

approach, the risks to the client's existing AP operations were mitigated to a large extent.

The technologies used for the solution provided by Infosys BPM were chosen after due deliberations of the challenges faced by the client.



**A platform for success**

The state-of-the-art platform built by Infosys BPM covered operations in 42 countries across the globe. It enabled payment processing to the tune of \$80 Bn annually, as well as managed 400k transactions. The planned technology model enabled the streamlining of AP processes, resulting in remarkable efficiency gains. The platform was scalable and future-ready, with an outcome-based, low CapEx, variable pricing

model, with Infosys APOC as the layer of experience and automation. The platform also provided complete and real-time visibility, and insights to AP business KPIs through the AP digital cockpit. Actionable insights were obtained from metrics such as on-time supplier payments, days payable outstanding (DPO), early payment discounts and working capital optimization.

The solution enabled the overall committed cost savings, of ~\$50 Mn over a period of five years, with business KPIs to propel the client into the top quartile of AP performance.

Infosys BPM thus deployed customized solutions with a cutting-edge technology, enabling the client to keep in step with upcoming challenges and handle their processes efficiently.

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