

# A faster TAT, **easier processes and significant operational efficiency** – how we brought it all for one of the world’s most valued brand



## The Client

A top FMCG company with a PAN India presence. Our client has 18 factories with 3,900 distributors and aspires to produce beverages for the entire country in this 21st century. When it comes to invoice processing, our country generates around 50 K invoices per month.



## Client Requirements

To infuse process efficiencies, reducing turnaround time while at the same time bring down overall pendency in invoice processing by applying intelligent strategies and adopting best industry practices.

## Our Solution

We left no stones unturned for our client as we adopted best industry practices and a robust strategy designed to help our client achieve their goal. Effective MIS and analytics from our end, provided insights to the stakeholders for all the variants of invoices. This defined the scope of improvement while exerting pressure on the stakeholders to improve the p2p cycle performance.



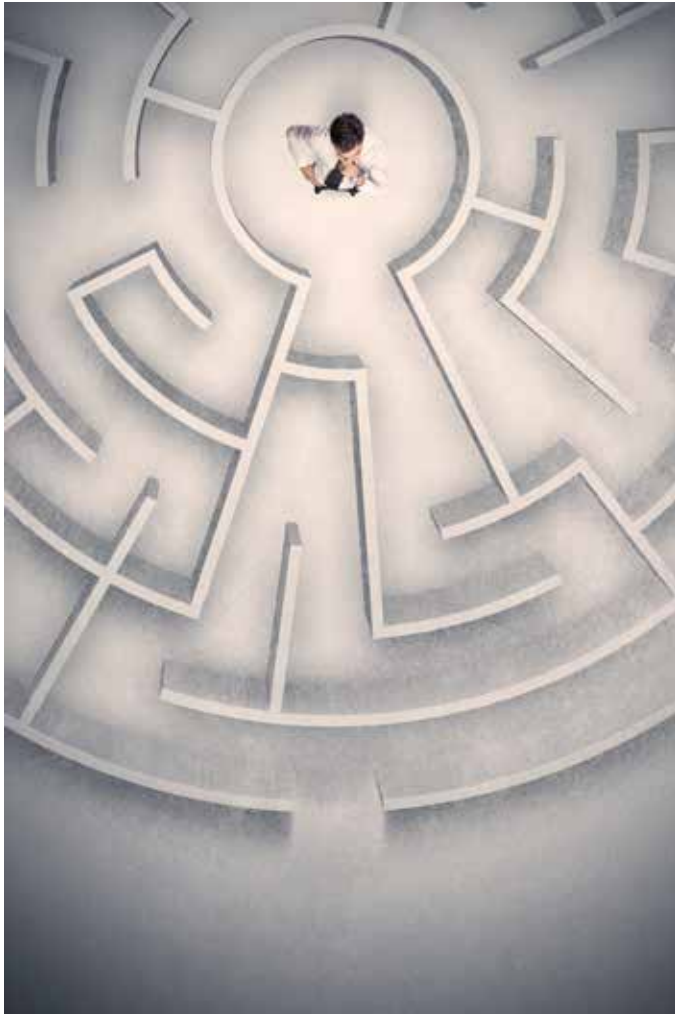
## Benefits Delivered

Thanks to Goods Receipt Note or GRN analytics, our client had a faster inventorying process. Reduction in TAT from 65% to 97%, underlined our efforts significantly. As a part of our service, we surged capturing accuracy from 75% to 98% QC audit, which boosted data refinement significantly. Our web cycle management helped improve TAT in exception management.



Our client is one of the greatest carbonated soft drink manufacturing companies of the world and as per many popular international surveys it is the world's third most valuable brand, after Apple and Google. The brand was keen to set their process right and do away with errors and unnecessary hassles in the system, so that productivity is boosted in the long run

# CHALLENGES



The client understood the detriments of manual method of processing that included use of papers. It is not easy to overcome the obstacles associated with paper-based methods. The problem could only be solved with end-to-end solution, by taking recourse to a complete digitised platform.

This specific need to go digital arose because of these specific challenges that were faced by the client:

- Inflated expenses that were involved in processing of invoices
- Data inaccuracy was a huge issue that had to be dealt with
- Processing time that was involved was tedious
- Lack of visibility and transparency in process
- No parameters to measure the performance
- Losing on the benefits of cash discount
- Lack of standardisation in the process
- No accountability. No one was ready to take the onus of the situation

## CLIENT EXPECTATIONS

The client had certain expectations, when they outsourced our services. They knew the travails of the situation and understood that the deficit could be achieved by:

- Eliminating the silo mentality of AP & Purchasing teams
- Streamlining P2P workflow and maximising their potentials

They harped on these two points primarily as they approached us.

## PROCESS APPROACH

Writer Information with its ability to ensure an effective governance process, took up the challenge and came up with the following process:

### When it comes to the vendors

- The practice of creation of GRN on the basis of delivery challan was bunged
- Those vendors who do not submit bills on time were identified and then sensitised

### GRN/RMPM

- Tracking of TAT from Gate entry to GRN Creation
- Alignment of time slots for invoice submission by stores
- Rigorous follow-up with stores on open GRN entries

### SES Creation/ Release

- The aging reports for SES creation/ release were published on a regular basis
- Any kind of technical glitches were highlighted to the IT team
- Regular follow-ups were done with users & approvers

### Other Initiatives

- Back-ups were created for contingency reasons of the mail room users
- SES users & approvers on KPI were sensitised by the central team
- Monthly calls were made with the central team for guidance and whenever intervention was required
- Sharing of best practices across regions were encouraged

### MIS & Review

- Creation of GRN open report
- Creation of SES, based on specific users
- Pendency tracking as per the users
- Creation of PO extension report by the central team

## IMPACT

Our technology heralded a revamped set of processes through which the client could set things in order optimally. The impact of the services that we offered was amply demonstrated through these figures:



- Lowered processing cost by 25 – 30% with the help of automation
- Improved Accuracy up to 99% due to system controls
- Boosted Transparency with the help of MIS (Management Information System) on real time basis
- Audit Trail to ensure effective controls in place
- Average Processing Time accelerated by 60% due to automation
- Insights & Analytics for better decision-making