

Reducing Lead Time and Enhancing Accuracy with Process Re-Engineering and Automation

For one of the world's largest publicly traded property and casualty insurance company, with operation in more than 50 countries.

98%
Reduction in lead time on issuance of invoices

\$35k+
Yearly savings on man-hours

3348+
Man-hours saved per year



Challenges

The client faced the following challenges, caused due to a huge volume of invoices at their disposal:

- Follow the legal rules diligently to avoid undue tax payments and fines
- High time spent on the process, as well as to issue on the Government website
- Manual, repetitive process which was highly error prone
- Incorrect submission of invoices led to undue cost of withholding tax

Infosys BPM helped the client to:

- Issue more than 3000 invoices per month accurately
- Reduce the lead time of the process
- Save time for qualitative analysis of inaccurate data
- Minimize the risk of financial penalties on submitting wrong data



Solution

Infosys BPM took the following approach:

- **Process re-engineering**
 - Created a new database file
 - Eliminated the manual input of invoice on the Government website
 - Enabled Excel-based automation for data input
- **Automation**
 - Introduced Excel/VBA based reports to generate a batch of invoices
 - Submitted the data entirely in one-go to the Government website, who then completed the validation and issued all the invoices simultaneously
- **Governance**
 - All invoices were submitted within the deadline
 - Process was in compliance with fiscal regulation
 - Analyzed and treated the visibility of the divergences