

50% Reduction in Accounts Payable Open Items Resulting in Better Vendor Relationship

Case Study



F&A Solutions for a Leading Water and Utilities Major in the UK

Client Background:

The Customer is one of the top 10 water and waste water utilities based in United Kingdom, with a customer base of 1.7 million in domestic and business segments. The company with a turnover of £667.8 million, operates under the regulations of Office of Water Regulatory Authority

Business Context:

The customer partnered with Wipro to streamline the fragmented procurement process and provide better visibility to key business processes. Wipro's goal was to efficiently manage the complex Supplier Assessment for Finance and Accounting Processes. With no pre-defined SLAs in place the Customer wanted to ensure a Robust Operating Model that:

- Focused on various Procurement Initiatives
- Streamlined Complex Supplier assessment process
- Established a best in class service level management
- Improved business decisions through customer analytics

Wipro's Solution Approach

Fast Facts:

- **Go-Live Date:** November, 2006
- **Location:** New Delhi, India
- **No. of FTE:** 32
- **Processes:**
 - ▶ **3 Processes-**
 - Procure To Pay
 - Payroll
 - General Accounting
 - Business Performance Analytics

Wipro Solution:

- Deploy resources with optimum credentials to compress the learning curve and build in scalability (for both volume and value addition)
- Implement an in-house application to maintain supplier database & insurance tracking ensuring high governance standards
- Define and baseline service levels to measure & ensure customer satisfaction
- Develop Standard Operating Procedure (SOP) & work instructions for Cognos, business analytics and performance measurement report creation
- Create processes for ad-hoc reporting (Market research/spend analysis) & standardized reporting templates

Key Engagement Benefits:

- 15 % Reduction in Turnaround Time for all Finance and Accounting processes
- 50% Reduction in Accounts Payable open items resulting in better vendor relationship
- 30% Reduction in new hire training time by hiring right profiles and creating an auto feedback loop between operations and training
- 8% savings due to Onsite Commodity Management Support
- Standardized Operating Procedures resulted in greater operating efficiency, transparency & high Customer satisfaction
- Enhanced and standardized reporting leading to improved category management
- Better sourcing decisions due to structured process for analyzing and reporting p-card data.

About Wipro:

Wipro Technologies, a leading provider of integrated business, technology and process solutions on a global delivery platform, is part of Wipro Ltd (NYSE:WIT), a \$5 Billion enterprise that employs close to 100,000 people globally. Our business practices combine the benefit of expert proximity and global resource leverage to provide our clients with the technology edge, speed and business impact that is needed to make their strategic programs successful.