

One of the World's Largest BPO Companies Improves Time to Revenue by 300%

Organization

One of the world's largest BPO companies provides digitally-powered services to one-fifth of the Fortune Global 500 companies and has grown to support customers with a workforce of 70,000 people with operations in 25 countries.

Challenges

Looking for differentiation from other BPO vendors, the customer wanted to keep margins high, while catering to large scale customers that offered an accounts payable (AP) process. The major challenges that were being faced by the customer, included:

- ✓ Competitive pressures compel the customer to adopt a transaction-based pricing model instead of conventional seat-based model. The transaction-based pricing model needed improvement in internal efficiency by automating existing processes.
- ✓ The customer required to maintain complete transparency, even in high-volume process at the time of requirement fulfillment laid down by end-customers in SLA to avoid penalties.
- ✓ Requirement of an advanced, next-gen platform to support thousands of concurrent users working in multiple shifts.
- ✓ Requirement to reduce time-to-revenue by implementing a new system to process invoices.
- ✓ Requirement of a system that supported unique installation of invoice processing system to meet security reasons laid down by end-customers.

Solution

Nividous designed and developed a completely new and highly configurable AP framework for the customer who worked on the Savvion BPM. The new system offered solutions to existing challenges by providing:

- ✓ A highly-configurable framework that was developed as per best business practices and customer's feedback and experience of working with multiple customers
- ✓ Automated an AP process that pushed an assignment based on the skill-set for efficient execution
- ✓ 50+ easy to configure reports that offered greater transparency to process manager and end-customer by highlighting various service level parameters of process execution including turnaround time, workload, volume, etc.
- ✓ Ready-to-use, out-of-the-box adapters with popular ERPs that facilitated integration with end-customer's ERPs
- ✓ A mechanism that allowed managers at the end-customer's side to approve invoices through emails.

Owing to significant benefits and success of the AP framework, the client productized the framework developed by Nividous. Some of the benefits derived by the client, included:

- ✓ Significant reduction in maintenance throughout 60+ installations that supported 50-1000 concurrent users each.
- ✓ Increasing top-line and bottom-line through a mechanism that offered transaction-based pricing to end consumer owing to the ability of measuring different processes
- ✓ Reduction in time to revenue from 12 weeks to 4 weeks

Benefits



Reduction in maintenance of 60+ installations



Reduction in time to revenue



Increase in top-line and bottom-line

For more information on how organizations in the other industries are using Nividous platform visit: <https://nividous.com/case-studies#others>