



Invoice Finance service operations transformation

Using automation, workflow and analytics to transform your back office operations



How we can help transform your back office operations

For any organization, running invoice finance operations efficiently and effectively is a vital part of what keeps them in business.

However, this often involves expensive legacy technologies, complex process re-engineering and investment in resource, that diverts attention away from core business.

By outsourcing activities such as invoice finance product operations to Firstsource, our clients can focus on their core business. We have the knowledge, automation, analytics and workflow tools and technology to help transform commercial finance operational performance.

Outcomes for invoice finance operations:

- Increased productivity by 30-50%
- 25% cost to serve reduction
- Simplified and automated
- Re-designed operating models
- Delivery of complex transformational projects



Transformation solution helps reduce costs by 20% for a leading UK Bank

The client's Commercial banking division has a rich heritage of supporting UK businesses. They provide support to corporate clients through the provision of core banking products, such as lending, deposits and transaction banking services, whilst also offering clients expertise in capital markets.

The invoice finance function faced challenges related to cost savings, legacy systems and technology platforms, and looked for a partner who could help them overcome these challenges.

Without the capability to transform their invoice finance operating model and at the same time manage and improve their inefficient legacy IT systems, the client turned to Firstsource for a solution to transform their invoice finance operating model and introduce automation and workflow management solutions to augment their legacy systems.

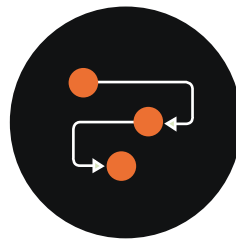
The challenge



Ongoing **cost saving** target



Potential **savings identified** within the invoice finance function

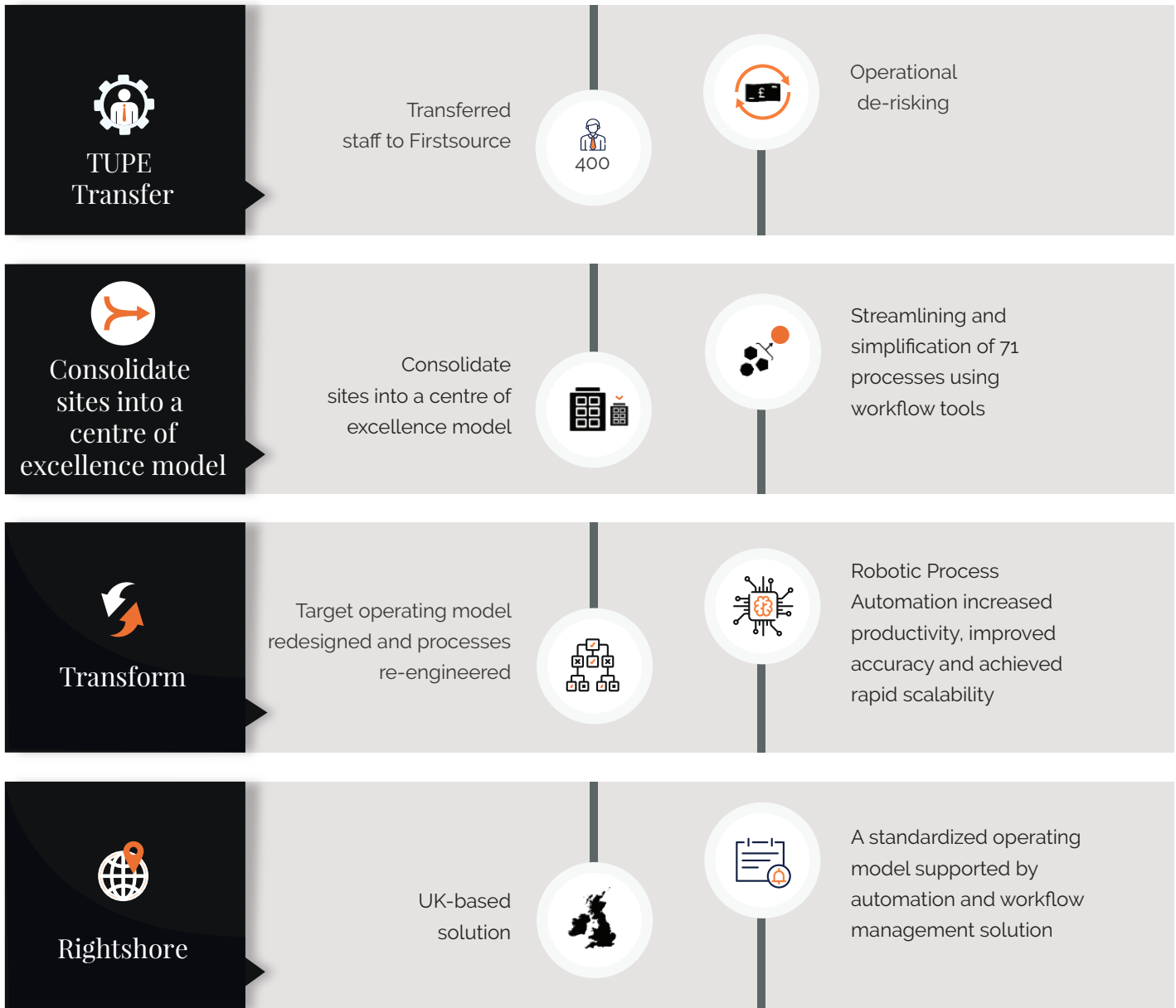


Managing **end to end processes** for the invoice finance product



Legacy technology platforms, outdated processes, **and multiple delivery locations**

Delivering measurable results



Our transformation approach



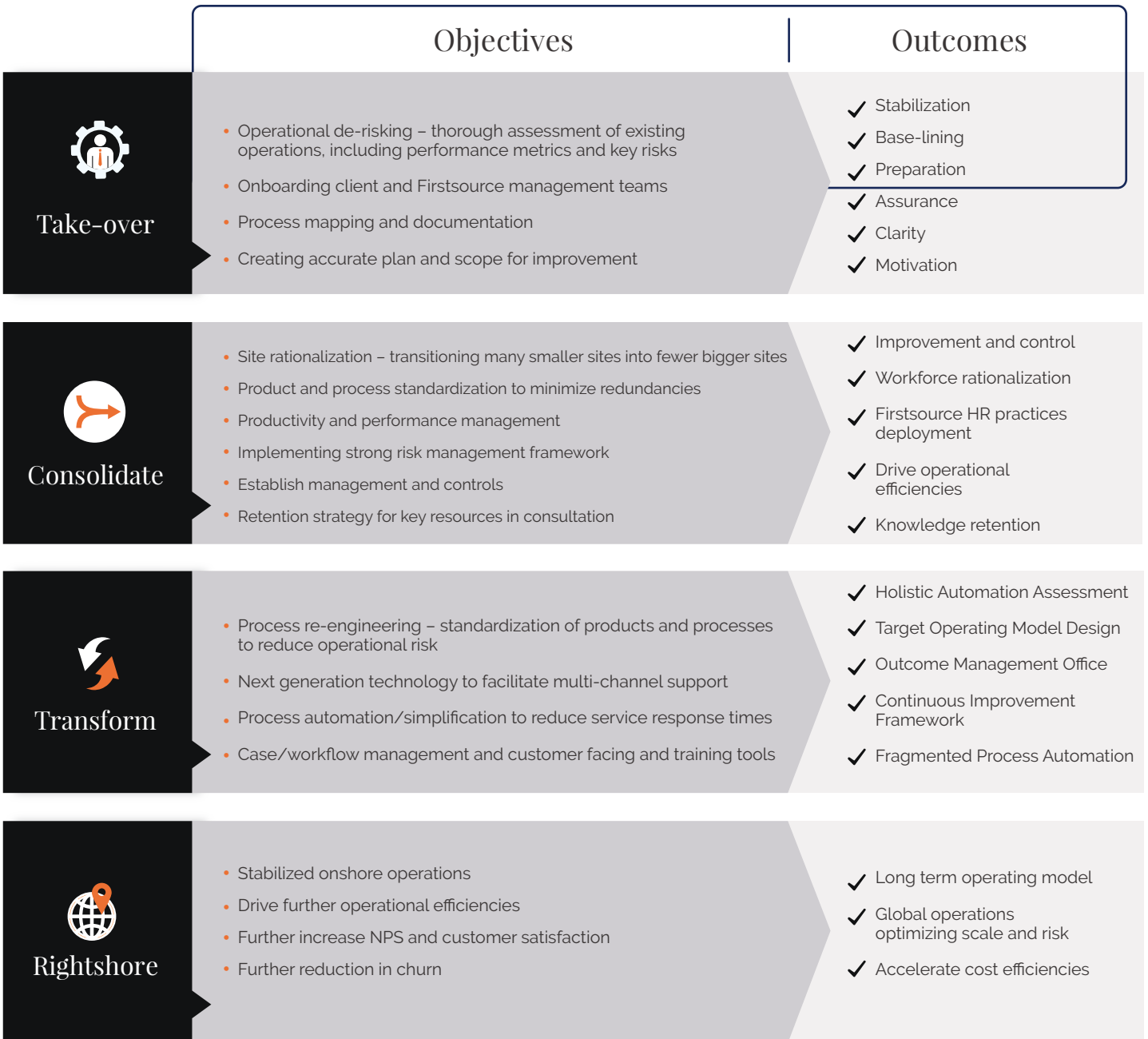
Approach methodology: Due Diligence > Design > Test > Deploy

Due Diligence	Implementation (Design, Test & Deploy) - 12 Months	
<ul style="list-style-type: none"> • Due Diligence <ul style="list-style-type: none"> – Capturing all process information using predefined process templates – Information capture through existing process documents – Interviews and process walk-throughs with SME's and Agents – Validation through captured process flows • Identify opportunities for process reengineering and workflow and automation • In scope: Operations, and IT 	<ul style="list-style-type: none"> • As-is to to-be process design <ul style="list-style-type: none"> – Unified design model - L1 level design – Process flows - L2 level design – Process & system details/analysis - L3 level • VSM: non-value added activities eliminated • Workflow/automation requirements defined 	<ul style="list-style-type: none"> • Development details to enable workflow and automation <ul style="list-style-type: none"> – Screen shots, fields, logics • Carried out testing/validations <ul style="list-style-type: none"> – Scenarios, cases, scripts • Implementation support <ul style="list-style-type: none"> – Measurement of outputs and benefits – Implementation report

Outcomes

<ul style="list-style-type: none"> • Due diligence report capturing all process information • SIPOC's and as-is process flows • Key metrics base-lined • Opportunities identified for process-re-engineering, automation, workflow and efficiency 	<ul style="list-style-type: none"> • Key risks and dependencies • Redesigned process maps • Business and functional requirements document 	<ul style="list-style-type: none"> • Development of workflow & automation • Functional UAT plan • Testing change requests • Deploy workflows and automation • Final implementation report
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Commercial finance transformation solution





Helping customers **stay ahead** of the curve through transformational technologies and capabilities

Firstsource Solutions Limited, an RP-Sanjiv Goenka Group company, is a leading provider of transformational solutions and services spanning the customer lifecycle across Healthcare, Banking and Financial Services, Communications, Media and Technology and other industries.

Our 'Digital First, Digital Now' approach helps organizations reinvent operations and reimagine business models, enabling them to deliver moments that matter and build competitive advantage.

With an established presence in the US, the UK, India and the Philippines, we act as a trusted growth partner for over 100 leading global brands, including several Fortune 500 and FTSE 100 companies.

For more information, please visit www.firstsource.com