LTIMindtree

5X Improvement in SSC
Productivity Leveraging
the Power of Automation

Client

Our client is a leading construction and renewable energy company with over 50,000 employees worldwide.

Challenge

Owing to its large size, the organization founded a Shared Services Center (SSC) to process salaries and employee benefits for its employees. Because of the sheer volume of work, SSC faced several challenges due to manual and repetitive tasks; some of which were:

- Manual allocation of invoices resulting in missed SLAs and multiple errors
- Misplacement of documents and delays in processing
- Varied customer experience
- Low productivity and high attrition
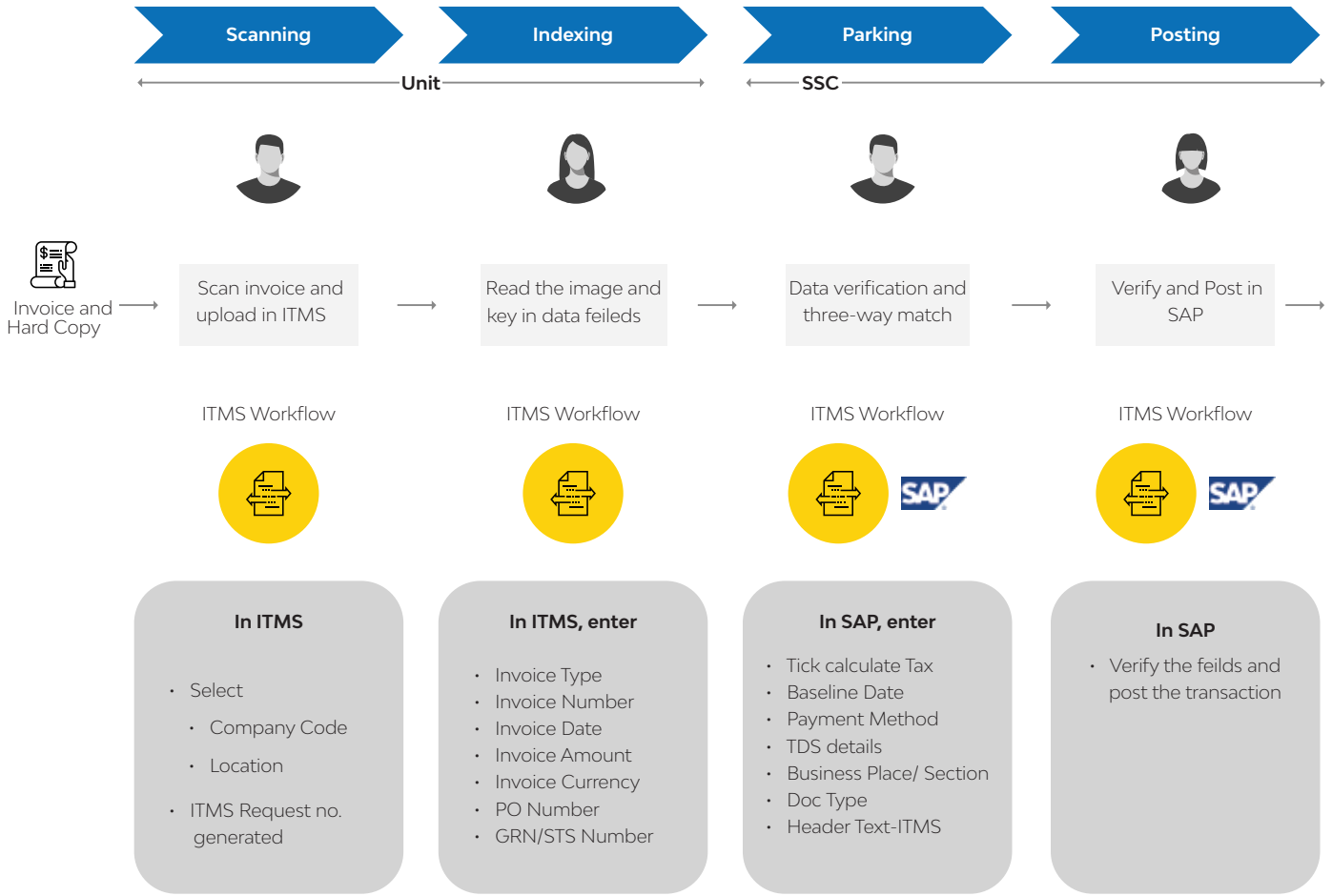- Multiple ERP systems resulting in low speed and accuracy

LTIMindtree Solution

LTIMindtree leveraged its Accelerated Process Discovery Framework to shortlist the right candidates for automation. Finance function was the first to be chosen to begin its automation initiative. The processes shortlisted
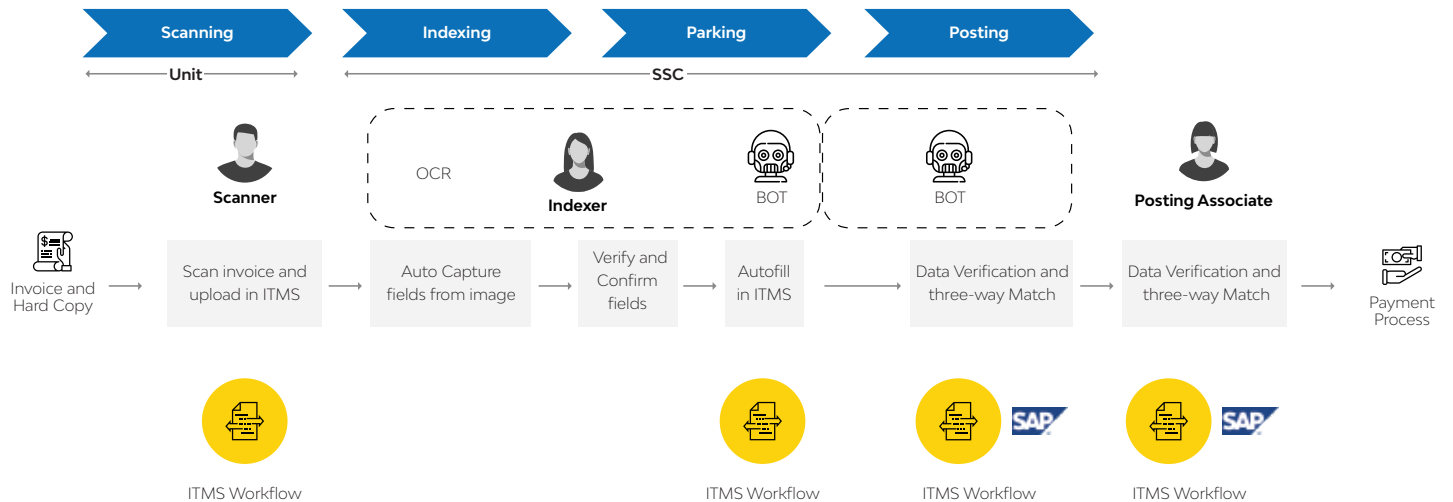
- Were critical in the business value chain
- Were repeatable & extensible
- Had high TCO
- Would drastically reduce TAT

RPA was chosen as the ideal digital lever to start with. **Advanced OCR** was used to auto-capture the fields from different images which the bots used to autofill in the ITMS. LTIMindtree's **Intelligent Bot Governance Dashboard** enabled the client to get a unified view of three critical aspects viz. Business, operations, and IT and take better strategic decisions.

Vendor Invoice Processing Before:

Scanning	Indexing	Parking	Posting

←————————— Unit —————————→ ←————————— SSC —————————————————————→

Invoice and Hard Copy

Scan invoice and upload in ITMS	Read the image and key in data feilds	Data verification and three-way match	Verify and Post in SAP

ITMS Workflow | ITMS Workflow | ITMS Workflow | ITMS Workflow

In ITMS

- Select
  - Company Code
  - Location
- ITMS Request no. generated

In ITMS, enter

- Invoice Type
- Invoice Number
- Invoice Date
- Invoice Amount
- Invoice Currency
- PO Number
- GRN/STS Number

In SAP, enter

- Tick calculate Tax
- Baseline Date
- Payment Method
- TDS details
- Business Place/ Section
- Doc Type
- Header Text-ITMS

In SAP

- Verify the feilds and post the transaction

Vendor Invoice Processing after leveraging Intelligent RPA:

Scanning	Indexing	Parking	Posting

←——— Unit ———→ ←————————————————— SSC —————————————————————→

Invoice and Hard Copy

Scanner | OCR | Indexer | BOT | BOT | Posting Associate

Scan invoice and upload in ITMS	Auto Capture fields from image	Verify and Confirm fields	Autofill in ITMS	Data Verification and three-way Match	Data Verification and three-way Match

Payment Process

ITMS Workflow | ITMS Workflow | ITMS Workflow | ITMS Workflow

Business Benefits

- 5X productivity and decreased TCO
- Enhanced customer experience
- Significant improvement in TAT
- Lower attrition rate, higher job satisfaction
- 100% elimination of errors due to manual intervention
- Better strategic decisions owing to automated dashboards