

The background of the top half of the page is a photograph of two women in an office. The woman in the foreground is wearing a headset and glasses, looking towards the right. The woman behind her is also wearing glasses and is smiling. They appear to be in a collaborative work environment. A blue line graphic is overlaid on the image, starting from the left and curving around the text.

HELPING A PROMINENT UK PUBLIC SERVICES PROVIDER ACHIEVE COMPREHENSIVE P2P PROCESS TRANSFORMATION WITH ENHANCED KPI MONITORING

Remarkably faster invoice processing and substantial error reduction with ADMnext and Business Insightful Services (BIS)

The organization is one of the leading public sector companies in the UK. It employs more than 50,000 people in over 20 countries and provides services in other regions such as continental Europe, North America, the Middle East, and Asia-Pacific. The organization's core business is based on acting as a contractor for the provision of government services – most prominently in the legal, healthcare, transportation, immigration, defense, and citizen services sectors.

To improve the quality of services offered within the UK, the organization was seeking a reliable solution to help accurately identify the number of MM invoices with erroneous workflows and those responsible for creating them. In addition, the organization wanted to implement better controls for acting upon open materials management (MM) invoices beyond a specific period while also looking for a remedy to address a lack of visibility on the number of MM invoices generated. To conquer these challenges, the company reached out to Capgemini for the design and deployment of a fit-for-purpose solution that would simultaneously enhance process performance and lead to superior business benefits.

Client: A leading UK-based Public Services provider

Industry: Public Services

Client Challenges:

The company was seeking to improve the efficiency of its critical business processes – especially within its Procure to Pay (P2P) business value chain – while developing heightened monitoring and measuring mechanisms.

Solution:

The Capgemini team utilized Business Insightful Services (BIS), which is part of the ADMnext offering to help the company completely transform its application landscape and substantially improve P2P process efficiency.

Benefits:

- Faster invoice processing – 550 invoices per month on average with a total order value of €6.5M
- 60% reduction in invoicing errors
- Achieved savings of approximately three FTEs, which were previously needed for manual detection and correction of errors
- Reduced the number of MM invoices with erroneous workflows by 12% monthly
- Dramatically enhanced P2P process efficiency and business systems availability



Well done and I'd like to thank the entire team for their excellent collaboration, which has led to some fantastic results. The efforts of the Capgemini team are commendable."

Client's Head of Application Security and Controls Assurance

Comprehensive P2P process improvement with ADMnext and Business Insightful Services (BIS)

The Capgemini team designed and deployed a fit-for-purpose solution that helped transform the company's application landscape by substantially improving P2P process efficiency and leveraging SAP modules such as MM and Finance. The team applied everything that Capgemini's ADMnext solution has to offer and deployed Business Insightful Services (BIS) to identify the appropriate business KPIs to measure and monitor process efficiency. Capgemini also developed dashboards for real-time visualization of KPI status and issue resolution while ensuring process improvement.

Additionally, in just four months, the Capgemini team implemented Business Command Center (BCC), which forms a major part of Business Insightful Services and helped streamline the company's invoicing process. Overall, the engagement team was able to deliver the following benefits:

- Faster invoice processing – 550 invoices per month on average with a total order value of €6.5M
- 60% reduction in invoicing errors
- Achieved savings of approximately three FTEs, which were previously needed for manual detection and correction of errors
- Reduced the number of MM invoices with erroneous workflows by 12% monthly
- Dramatically enhanced P2P process efficiency and business systems availability
- Expanded transparency between business and functional teams with the ability to monitor a specific business process end to end
- Heightened visibility through real-time features, historical business KPI trend analysis, and graphical business process representation
- Immediate notification of critical situations and the prompting of required actions via email notifications and alerts to key team members.

Sharing in a brighter future together

The company was not just impressed with the P2P process quality and speed benefits but also the short time frame in which Capgemini was able to implement the solution. The organization is extremely satisfied with the results that the Capgemini team has delivered so far and they are currently exploring other processes that can be supported in a similar fashion.

About Capgemini

Capgemini is a global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The Group is guided every day by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of nearly 350,000 team members in more than 50 countries. With its strong 55-year heritage and deep industry expertise, Capgemini is trusted by its clients to address the entire breadth of their business needs, from strategy and design to operations, fueled by the fast evolving and innovative world of cloud, data, AI, connectivity, software, digital engineering, and platforms. The Group reported in 2022 global revenues of €22 billion.

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