

## Enabling an Operationally Efficient Shared Service Centre (SSC)

**Industry: Manufacturing**

**Business Area: Shared Service Centre**

**Technology: IBM FileNet**

### Client Profile

A leading apparel and retail manufacturing company with a network of more than 130 exclusive franchisees and over 2000 multi-brand outlets and departmental stores across India and overseas.

### Business Context

The company was in the process of setting-up a Shared Service Centre for Finance and Accounting activities to support operations of multiple business units across multiple locations in India. To ensure efficient operations of the SSC, the client needed a strong technology backbone to effectively streamline, automate and centralize key business processes and document flows.

The client had four key business needs to be managed by a technology solution:

1. A single platform for business users and stores from various locations to submit and track requests
2. Automate business workflows, approvals, and business controls (e.g. Budget and Chart of Accounts)
3. Digitize incoming paper documents and store in central repository
4. Real-time SLA tracking and status reporting

### Solution Overview

IBM FileNet was the chosen technology platform for document management and business process automation. IntrospeQt managed the end-to-end implementation for over 20 Accounts Payables and Accounts Receivables (AP/AR) business processes:

- Invoice Bill Booking:
  - Material Invoices
  - Service Invoices (PO and Non-PO Based)
- Claims
  - Showroom Expense Claims (200+ stores)
  - Showroom Commissions and Incentive Claims
  - Distributor and Agent Claims
- Discount Schemes
- Capital Expenditure (CAPEX) Sanction
- New Showroom Opening (Security Deposit, Letter of Intent, Agreements)
- Master Creation (Vendor & Customer)
- Monthly Provisions and MIS Reports
- Vendor Advances and Payments

### Solution Footprint

- A single platform for multiple business processes, accessed by over 700 business users and 200 external stores across India
- Over 28,000 pages scanned monthly
- 2300-2500 invoices processed monthly

#### IntrospeQt Software (I) Pvt Ltd

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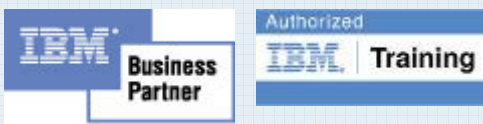
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## Solution Features

- A single, uniform platform to manage multiple business processes and critical business documents (electronic and paper-based)
- Automated workflow and approval routing based on organization structure and business rules
- User friendly e-forms with inbuilt validation and look-ups to improve data quality and completeness
- Automated business controls (budget & chart of accounts) against master data in ERP (SAP)
- Direct posting of inbound transactions into ERP (SAP), minimizing data entry by SSC personnel
- Accessibility to the platform over the web browser (internet and intranet) for users (internal and external)
- Request tracking for business users with online query resolution
- SLA monitoring, inbuilt escalations and email notifications
- Status reporting with processing volumes and ageing trends
- Centralized scan and capture of paper documents to electronic formats for quick retrieval and approval

## Key Client Benefits

**Efficient Shared Service Centre Operations**—automated workflows, approvals, and document flow enable faster processing and uniform process execution

**Faster Decision Making**, with ready access to documents time taken to move physical paper and paper-based approvals is eliminated

**Better Business Control** with inbuilt rules and validation that ensure compliance with critical business policies

**Enhanced Service Levels** through real-time monitoring and tracking of SLA's.

**Improved Engagement Levels** with structured and transparent channels internal and external users to easily engage with the SSC

**Faster Information Accessibility** with anytime, anyplace access to business documents stored in a central repository

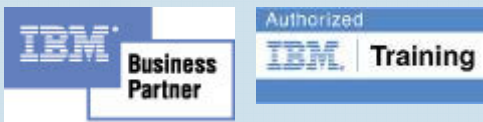
**Eliminate Information Loss**—with digital paper records chances of lost or damaged documents is removed

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## Project Details— Scope of Services

The client leveraged the following FileNet modules for content and process management:

- FileNet Capture - to scan, capture and index all paper documents
- FileNet eForms - to process data through electronic forms
- Content Manager - to manage the content lifecycle
- Business Process Manager - to deploy business workflows

IntrospeQt managed the complete solution lifecycle:

- Designed, developed and implemented workflows and electronic forms on the FileNet platform
- Deployed the FileNet suite including solution components such as FileNet Capture, Business Process Manager, Content Manager and Forms Manager.
- Integrated the FileNet platform with the ERP application (SAP) for transaction posting and data validation
- Provide ongoing production and administrative support services for the implemented FileNet P8 system

## About IntrospeQt

IntrospeQt is an enterprise software solutions company focused on enabling organizations to transform business performance through an integrated approach to Enterprise Content Management (ECM).

We deliver business value to clients by leveraging best-of-breed technologies for Document Capture, Document Management, Workflow and BPM. Building the foundation for an agile and operationally efficient enterprise.

Founded by professionals with over a decade of project and consulting experience in the ECM domain, the company has partnered with IBM to deliver content and process management solutions. IntrospeQt is an authorized reseller and trainer of IBM FileNet and other Information Management software products. The company is based in Bangalore, India

## Need More Information?

For more information logon to our website [www.introspeqt.com](http://www.introspeqt.com) or contact our sales team on : +91 9448141363

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