

HCL BPO's solution improved quality of purchase-pay transactions by 18%

Case Study

The Client

The Client is a leading microprocessors, Flash Memory chips' manufacturer in the world. A Fortune 500 Company, this client is 17,000 employees strong with revenues of \$6 billion.

Business Need

With a global scale of operations, the company needed to improve its efficiencies in purchase order transactions. Standardization of the process by benchmarking was required to enhance vendor satisfaction as well as internal customer satisfaction.

HCL's Solution

The HCL BPO solution comprised of multiple initiatives to meet the business needs of the client. E-initiatives were supported and negotiations were carried out for better credit /payment terms. The commercial order release was managed for 70% of their procurement spend by creating purchase order and scheduling agreements. A marked improvement was seen in the resolution of discrepancies regarding quality / receipt of goods, invoicing and payments and the follow up on material was also speeded up.

Results

The solution resulted in tangible benefits to the client. There was an 18% increase in the quality of purchase pay transactions processed resulting in 200 purchase orders per month. The cycle time in PO generation process reduced to 1-3 days. This led to enhanced process quality, productivity, and improved CS levels.

Metrics	Benefits to Client
Quality of "Purchase-Pay" Transactions Processed	Increased to 98%
Cycle time for Purchasing Transaction to be Completed	Reduced by 75%
Number of Purchase Order Transactions Processed/ FTE / Month	Increased by 300%
Cost/ Purchase	Reduced by 33%
Internal Customer Satisfaction (on a 0-10 scale)	Increased by 20%

Successful implementation of HCL's solution has helped the client reduce costs and also the number of vendors.