

Client Profile

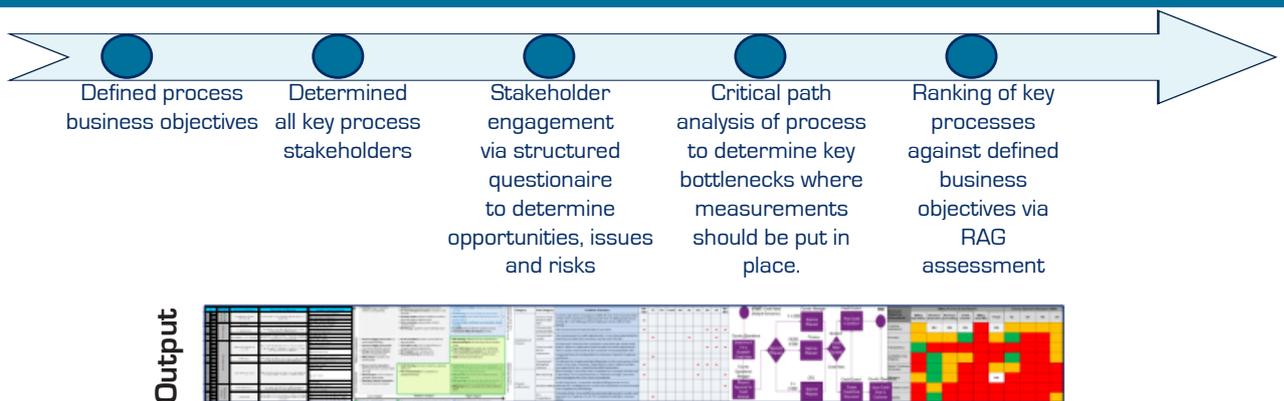
- Our client is an emerging international telecommunications company operating in 15 countries, across 3 continents with a range of clients in the FTSE 100 to the Fortune 500.
- Working in a fast paced and continually changing environment means that the correct processes and procedures always need to be in place to ensure efficient, cost effective and high value services.

Challenges

Across the key parts of the billing process our client was experiencing difficulty satisfying the following business objectives;

- 1. Accuracy:** ~40% of bills required manual intervention entailing poor RFT (right first time) rate on bills.
- 2. Customer Satisfaction:** Across all countries ~ 35% of customers complained monthly due to bill errors or not receiving an invoice.
- 3. Efficiency:** Single approver for subsequent credit requests leading to ~ 65% of payments being delayed due to this process bottleneck.
- 4. Transparency:** Poor documentation of certain parts of the process with key areas understood by few.
- 5. Measurability:** No ability to determine current status and track and monitor progress of the billing process.

cibsys Approach



Key Outcomes

Process KPIs

- ✓ Agreed a set of standardised KP and implemented company wide system to baseline and collect process metrics.

Process SLAs

- ✓ A critical path analysis allowed cibsys to identify required SLAs and facilitate agreement with stakeholders.

Credit Approval Process

- ✓ A tiered approval process based on request value was implemented in order to increase process efficiency.

Value creation

Measuring against the key business objectives defined, cibsys provided the following value:

- 1. Accuracy:** Right first time of bills increased by 20% as a result of problem root cause analysis
- 2. Customer Satisfaction:** Customer complaints reduced in all countries to less than 10%.
- 3. Efficiency:** Tiered credit approval process removed process bottleneck reducing lead time of customer to receive bills by 30% thus improving company cash flow
- 4. Transparency:** All processes baselined and documented with knowledge transfer process in place
- 5. Measurability:** KPIs and SLA implemented allowing for process governance and continual improvement.

Contact

123 Minories
London
EC3N 1NT

Im Pruefling 8 HH
60389
Frankfurt

www.cibsys.com
info@cibsys.com
+44 845 371 1510