

# Finance & Accounting

**Expect more from BPO**

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# Expect more.



*BPO adds significant value. It's delivering the kind of business outcomes that wouldn't have been expected even a few years ago."*

**Christopher Stancombe**

CEO, BPO strategic business unit, Capgemini

Traditionally, organizations considered business process outsourcing (BPO) primarily as an exercise in cost reduction. Business functions were transferred to the service provider, and economies of scale and other factors resulted in lower overheads.

But that was then. Nowadays the old 'lift and shift' model has evolved. Cost efficiencies have been joined by other benefits – benefits of long-lasting and strategic significance to client organizations.

Nowhere does this have greater impact than in finance and accounting (F&A). Organizations taking advantage of new and comprehensive BPO models are seeing major improvements not just to the cost advantages they achieve, but to the levels of efficiency, effectiveness and control they can attain.

At Capgemini, we're proud to have played a significant part in this evolution. Our world-class approach makes use of the wealth of assets and experience at our disposal, and is tailored to the needs of individual organizations to achieve outstanding operational and business outcomes – creating real and lasting value.

Our client organizations have moved beyond 'lift and shift.' They expect more.

So should you.





“We were hoping to lower costs, implement better business processes and improve our internal controls. Capgemini, helped us launch our project on time, and we quickly started to see the benefits that we were expecting.”

**Greg Leiter** Chief Accounting Officer, Cott Beverages

## Office DEPOT OfficeMax®

“During the transition, Capgemini strived to get a better understanding of our business and asked us about our vision and goals. Capgemini was able to determine that our contract didn't reflect those exactly, so we adjusted it and looked at the potential to go beyond SLAs to encourage growth.”

**Vince Pierce** Senior Vice President, Global Business Transformation, Office Depot



“Syngenta is a fast growing organization. Therefore we need a finance and accounting platform that helps us with growing easily, sufficiently and fast. Capgemini enabled that platform for us with its finance & accounting offering.”

**Robert Weltevreden** Head of Finance Services at Syngenta



“We were impressed by Capgemini's collaborative approach and its cultural fit with our business. Capgemini's capabilities in managing multi-process projects, especially in finance & accounting and tax, were also a key factor for us. It has demonstrated its commitment by supporting us in all areas of our business in Brazil.”

**Gustavo Guimarães** CFO, Algar Agro



# Best in class.

In a world that is moving faster and becoming more competitive, where boundaries are shifting and cycles are shorter, more is always being expected of the finance function. Each CFO's story is different – but the pressures are uniformly intense.

Capgemini's approach to finance and accounting outsourcing (FAO) recognizes and accommodates individual organizational needs but introduces dependable and universal levels of consistency.

Central to this approach is our Global Enterprise Model (GEM) – a robust set of best-practice principles that enables us to define, transform, measure and deliver enterprise processes to achieve significant and impressive business outcomes.

## The Global Enterprise Model

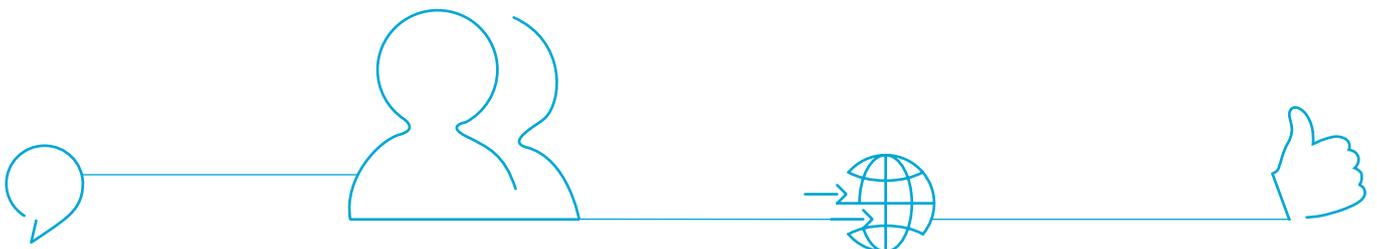
GEM is the result of years of experience, development and input from our own team members as well as our clients. It contains seven operational levers that are calibrated to address each business case in its own individual terms, considering criteria such as required skills, locations, process models, technology, pricing and governance.

The net result is a target operating model that is simultaneously best-in-class and bespoke to specific business circumstances and requirements.

GEM lowers costs of service, simplifies and streamlines processes and tax structures, and makes reporting both accurate and timely. By making the details of the balance sheet more visible it reduces risk and delivers better and more effective governance.

The net results are:

- Greater efficiency and agility
- Improved working capital across the organisation
- Better and centralized cost control
- Continuous monitoring

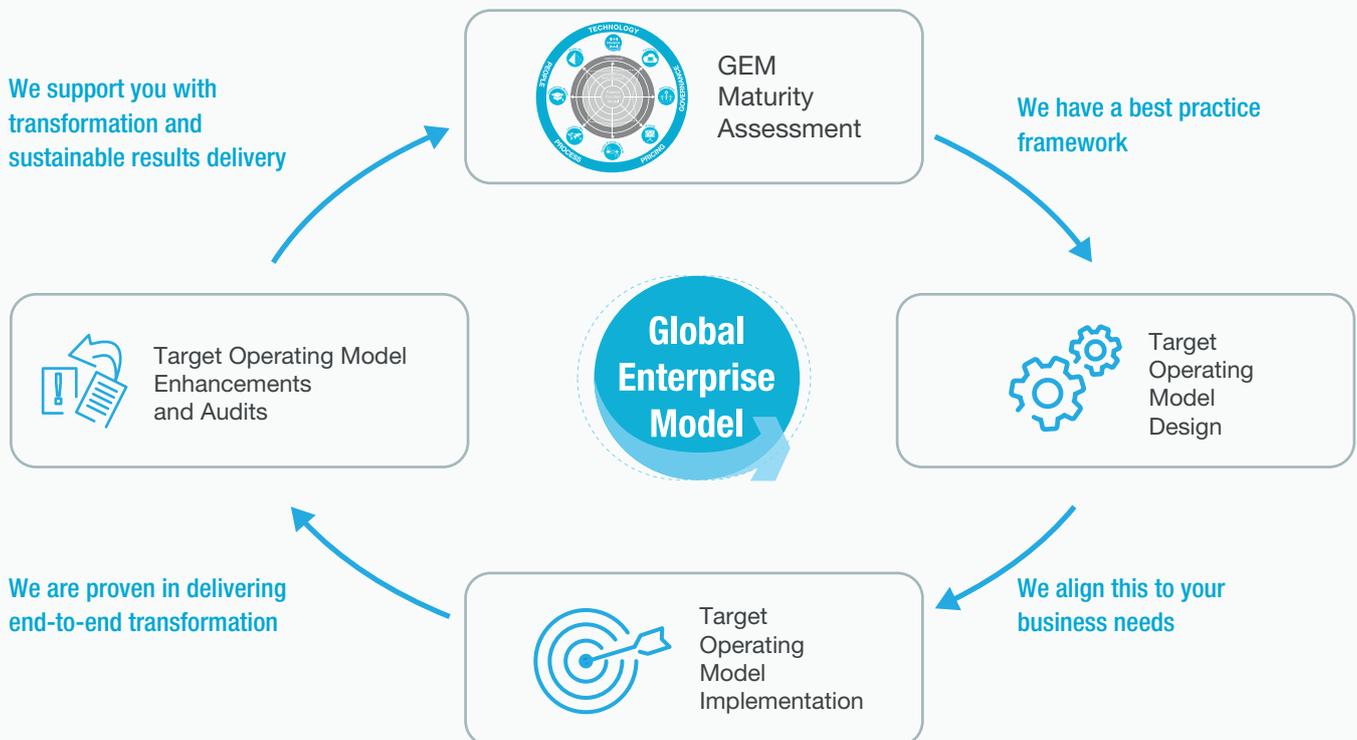


The product of years of collective expertise and insight, Capgemini's Global Enterprise Model (GEM) is a best-practice approach enabling organizations to define, transform, measure and deliver standardized enterprise operating model to achieve world-class outcomes for their clients.

### Global Enterprise Model



GEM comprises 7 levers - each carefully configured in order to create a tailored solution that secures your outcomes quickly. [This is how we do it.](#)



GEM is about how we configure our assets to achieve outcomes

# Every area, expertly handled.

Over 16,000 Capgemini team members provide financial accounting services in business process outsourcing.

We have long and deep experience in every finance function important to organisations. We have a world-leading approach in our Global Enterprise Model (GEM). And we have genuine interest in and enthusiasm for the character and activities of the businesses we serve.

Why? Because we're in it for the long term. In every case, it's a real partnership. Some of our business relationships are 20 years old.

We regard every client not as a contract, but as a commitment.

## Key solution areas

### Credit to Cash

Our working capital strategies optimize the entire Credit to Cash cycle from providing insights to credit strategy, through automation of payment process and standardisation of payment terms to effective execution of collection strategies. The result - greater operational efficiency, reduced costs, improved cash flow and increased customer satisfaction.

On average, our Credit to Cash services achieve:

- **30%** reduction in manual processes
- **20%** labor reduction
- **20%** performance improvement in accounts receivable

### Record to Analyze

Our Record to Analyze approach standardizes and harmonizes your finance and accounting processes across your entire enterprise, assuring fast close, improved compliance, simpler audits and lower costs.

It's a virtuous circle:

- **Record** accurate data: prompt recording of all transactions for accuracy and completeness
- **Report** relevant information: precise reporting of profit and loss and risks in your balance sheet
- **Analyze** key insights: balance sheet analysis, and pre-close review

Leading to:

- **Action** outcomes: timely interventions through resource balancing, risk highlights, managing audits

### Procure to Pay

Taking advantage of our Global Enterprise Model and using a single interface, our Procure to Pay (P2P) process seamlessly and efficiently brings together operational procurement and accounts payable to provide insight into the sourcing strategy; efficient buying execution through right channels; improved internal policies; the elimination or automation of non-value-adding activities; optimized payment strategies and an improved reputation among your vendors.

Quantifiable results among the 100+ companies we've helped with P2P include:

- **50%** average cost savings
- **99.9%** invoice processing accuracy
- **99.9%** queries taken on time

### Governance, Risk and Compliance

Our end-to-end service draws on highly qualified teams and proven best practice processes. It provides controls, monitoring and real-time compliance that will help you meet statutory and regulatory requirements. It's backed by a

global center of excellence; a centralized hub for achieving and maintaining uniform compliance; and pro-active risk assessment across business units and geographies.

The benefits we achieve include:

- **Reduced** risk
- **Improved** compliance
- **Proactive** management of potential financial leakages and risks
- **Lower** compliance costs

### CFO Analytics

Our advanced analysis tools aggregate large amounts of financial data to help you gain real insight and make more informed decisions quickly. Areas addressed include revenue assurance analytics, expense analysis, control analytics and working capital analytics.

These services help CFOs to:

- Identify cost reduction opportunities and pursue strategic initiatives
- Improve control with real-time risk monitoring
- Reduce working capital outlay by improving inventory turnover
- Minimize pricing errors and customer disputes by more than 80%

### Master Data Management

Our portfolio of Master Data Management (MDM) solutions helps organizations create and sustain business improvements analytically as well as operationally.

Managing large volumes of data, generating accurate information and linking organization-specific and customer-specific knowledge, our approach addresses critical business areas:

- **Supply-centric MDM:** reduces costs with significant improvements to vendor handling
- **Enterprise-centric MDM:** drives organizational efficiency and consistency within organizations
- **Customer-centric MDM:** increases revenues and improve customer satisfaction and interaction

### Improvements to operations:

- Efficiency
- Effectiveness
- Control

### Improvements to business value:

- Top line growth
- Profitability
- Working capital
- Risk & reputation

#### Improvements for:

*Coca-Cola Enterprises*



**Honeywell**

*Cott*

**Algar**  
Telecom

**syngenta**

**SANDVIK**

**Unilever**

**Office DEPOT OfficeMax**

**hydro one**

**NBCUniversal**

**INTERNATIONAL PAPER**

**FERRO**

**CARGOTEC**

**AVON**  
the company for women

**SKF**

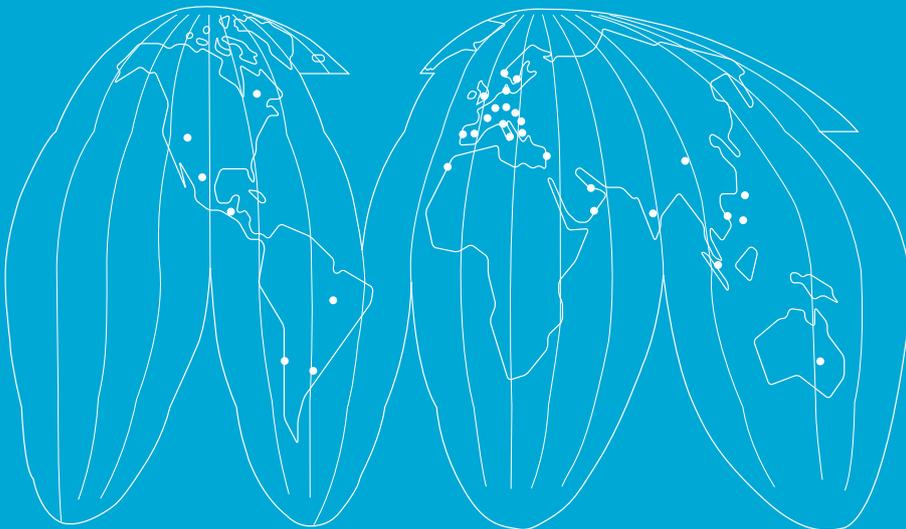


## About Capgemini

With almost 140,000 people in over 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2013 global revenues of EUR 10.1 billion.

Together with its clients, Capgemini creates and delivers business and technology solutions that fit their needs and drive the results they want.

A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.



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