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The Webcollect O2C Pro platform has been instrumental in helping my department gain efficiency. The tool is well-organized which has enabled each collector to penetrate more accounts. There is flexibility which allows for different types of accounts to be handled uniquely.”

Jill Accardo

Senior Manager of Collections and Dispute Resolution at Office Depot



Office Depot Realigns Collection Management; Achieves Tremendous Savings

**Capgemini's
Webcollect O2C Pro
solution helps increase
collection productivity
and drives effective
cash flow**

The Situation

Office Depot, a Florida-based global provider of office products and services, wanted to change an existing ERP based collection management platform that was used by the company's in-house and outsourced collection teams. The company was aiming for a new collections management platform since the current product module did not allow collection agents and dispute resolvers to be as productive as the company wanted and management lacked the ability to proactively monitor their distributed teams' performance. Office Depot collaborated with Capgemini to find a solution to this critical business problem.

The Solution

Office Depot evaluated and selected Capgemini's A/R Management Platform named Webcollect O2C Pro, the premier industry solution for order to cash, designed to streamline and achieve operational efficiencies in accounts receivables function. It was chosen primarily due to its platform-agnostic nature and the fact that it incorporates industry best practices through hierarchal workflows, in addition to having flexible account treatment methodologies guiding users through both system-driven and manual account and transaction level follow-ups.

The solution supports multi-currency customers and the user interface is available in various languages. Additionally, Webcollect O2C Pro also offers a fully paperless environment that manages any electronic media (pdf, Word, tif, jpg, PowerPoint, MP3/MPEG audio and video) and offers a scanner interface for immediate document capture.

People matter, results count.

The Result

The solution has helped Office Depot improve its Days Sales Outstanding (DSO) and reduce collection costs by 22% in the first year in addition to allowing the collections department to better manage aged receivables, and increase collection productivity and effectiveness. The solution has helped Office Depot implement target management metrics and provide real time reports to multiple stakeholders. Currently, Capgemini's Webcollect O2C Pro is installed and fully-operational in Office Depot's headquarters in Florida, as well as in A/R centers in Guatemala, India and multiple remote Office Depot offices located around the world.



Seeking software to increase recovery and collection performance, Office Depot evaluated Capgemini's Webcollect O2C Pro. Gaining efficiency and productivity was top priority for the company."

How Office Depot and Capgemini Worked Together

Office Depot embarked on a mission to replace its existing ERP based collection management platform with a single compelling motive – Identify software to increase recovery and collection performance.

This need was broken down into proactively managing user activity and portfolio stability, setting and monitoring productivity, aging and penetration targets at individual and team levels.

The strategies for increasing collections were laid down as:

- Utilizing a web based platform that presented all the required customer contacts and financial information through an efficient user interface
- Providing a dynamic task list showing A/R collectors a prioritized list of accounts to work
- Enabling A/R collectors and managers to submit and approve multiple disputes, credit memos and adjustments at once
- Easily sharing workload within the organization and managing segments of collection processes at various global locations
- Establishing a seamless front office - back office capability
- More effectively managing disputed invoices and short payments

For more information on this project, please contact:

success.story@capgemini.com

About Capgemini

With more than 125,000 people in 44 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services.

The Group reported 2012 global revenues of EUR 10.3 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.

Learn more about us at www.capgemini.com

Capgemini US
Retail
Business Process Outsourcing

Approved by

Rob Sherman

Principal / BPO Delivery Director

In collaboration with



Office Depot, Inc. is a global supplier of office products and services. The company was incorporated in 1986 with the opening of our first retail store in Fort Lauderdale, Florida. Sales are processed through multiple channels, consisting of office supply stores, a contract sales force, an outbound telephone account management sales force, internet sites, direct marketing catalogs and call centers, all supported by a network of supply chain facilities and delivery operations.

More information is available at: www.officedepot.com