

# PUBLIC SERVICES PROVIDER ACHIEVES OTC AND RTR PROCESS TRANSFORMATION AND ENHANCED KPI MONITORING

## Capgemini works with the company to drive sustainable, heightened business performance with ADMnext for SAP Solutions

This organization is one of the leading public sector companies in the UK and also provides services in other regions such as continental Europe, North America, the Middle East, and Asia-Pacific. The organization's core business centers on acting as a contractor for the provision of government services – most prominently in the legal, healthcare, transportation, immigration, defense, and citizen services sectors.

To improve the quality of services offered within the UK, the organization was seeking a sure-fire solution to help accurately identify the number of open sales orders and the people responsible for creating them. In addition, the business wanted to implement better controls for acting upon open sales orders beyond a specific period. The company was also looking to remedy a lack of visibility surrounding the number of invoices.

This meant identifying outputs being sent to customers while simultaneously addressing the need for a better view of payment proposals versus payment runs upon the receipt of bank statements. Additionally, the company was looking to more accurately determine the number of documents posted during the processing of these statements. To address these challenges, the company reached out to Capgemini.

**Client:** A leading UK-based Public Services provider

**Industry:** Public Services

### Client Challenges:

The company was seeking to improve the efficiency of its critical business processes, especially within order to cash (OTC) and record to report (RTR), as well as developing better monitoring and measuring processes

### Solution:

Capgemini helped the company completely transform its application landscape by substantially improving OTC and RTR process efficiency through a hybrid conglomeration of systems, which comprised multiple applications and SAP modules

### Benefits:

- Marked improvement of OTC and RTR process efficiency
- 14% month-on-month reduction in billing block errors within sales documents
- 76% month-on-month reduction in incomplete payment proposals
- Heightened sales order visibility through dashboards
- Slashed the percentage of unposted sales invoices sent to accounting
- Improved monitoring of outputs
- Increased visibility of the number of payment proposals created
- Accelerated the daily reconciliation process

## Comprehensive OTC and RTR process transformation and KPI monitoring with ADMnext for SAP Solutions

Together, the public services company and Capgemini applied a host of tools and techniques from the ADMnext for SAP Solutions offering to address all the above challenges. The result was an agile application landscape transformation through a hybrid conglomeration of systems. This comprised multiple applications, including SAP modules such as SAP Sales and Distribution and SAP Financial Accounting.

Firstly, Capgemini's Business Insightful Services (BIS) analysis was carried out to identify and measure relevant business KPIs together with the company's team. The project team identified the root causes of IT systems failures impacting these KPIs and the results were used to monitor business outcomes against agreed-upon threshold values and drive improvements via actionable insights.

In addition, the partners also utilized Capgemini's Business Command Center (BCC) solution in conjunction with the SAP Solution Manager (BP Mon) to improve OTC and RTR process efficiency and deliver focused insights, automated KPI monitoring, and the presentation of KPI performance in the form of dashboards.

Overall, the Capgemini team's strategic efforts resulted in a marked improvement of OTC and RTR process efficiency according to agreed-upon business KPIs. In addition, the company enjoyed a 14% month-on-month reduction in billing block errors within sales documents as well as a 76% month-on-month reduction in incomplete payment proposals. The partners also generated heightened sales order visibility with new dashboards and notifications that can be sent to authorized users so they can take the appropriate actions.

At the same time, the transformation slashed the percentage of unposted sales invoices sent to accounting and implemented an automatic incident resolution mechanism. The company achieved improved monitoring of outputs that were not sent to customers and ensured prompt actions were set to guarantee that all invoices reached the relevant customers.

Additionally, the partners enhanced the organization's visibility of the number of payment proposals created to help the treasury team mobilize funds effectively while also speeding up the daily reconciliation process through measuring incomplete postings and uploading bank statements.

Overall, the Capgemini team was able to deliver the following benefits:

- Marked improvement of OTC and RTR process efficiency
- 14% month-on-month reduction in billing block errors within sales documents
- 76% month-on-month reduction in incomplete payment proposals
- Heightened sales order visibility through dashboards
- Slashed the percentage of unposted sales invoices sent to accounting
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- Accelerated the daily reconciliation process.

## Seeing a bright future with ADMnext for SAP Solutions

Based on the successful outcome of ADMnext for SAP Solutions tools and techniques within the company's OTC and RTR business value chains, the organization has requested that the Capgemini team further leverage this offering to improve procure-to-pay processes with special attention given to Material Management Invoicing with Erroneous Workflows. This will help in identifying the impact of critical errors, along with their underlying root causes and will ultimately result in faster error resolution as well as the more accurate and on-time processing of invoices.

## About Capgemini

Capgemini is a global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The Group is guided everyday by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of over 340,000 team members in more than 50 countries. With its strong 55-year heritage and deep industry expertise, Capgemini is trusted by its clients to address the entire breadth of their business needs, from strategy and design to operations, fueled by the fast evolving and innovative world of cloud, data, AI, connectivity, software, digital engineering and platforms. The Group reported in 2021 global revenues of €18 billion.

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