Business-value-driven IT with next-gen ADM

Introducing Business Insightful Services
from ADMnext

Capgemini

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Today's modern enterprises sit on massive amounts of data that is woven throughout their IT and business functions. The actionable insights that can be gleaned from this data are invaluable in delivering a future-forward strategy that gives you a real competitive edge. To be successful in the near and long-term future, organizations must exploit their data in a structured way.

However, the typically siloed nature of IT and business functions means that IT data is stored in application silos – and application data is not linked to business outcomes. Not exploiting this data can lead to a host of lost business opportunities.

The need for a common business-IT language

This is why forward-thinking CXOs require a common language that measures and communicates the capability of their IT and the value it provides to their businesses. A solution that effectively tracks and drives clear connections between business and IT outcomes is essential. This means intelligent decision making and continuous improvement measures that are based on actionable insights derived from visible, real-time, connections between your IT and business KPIs.

Introducing Business Insightful Services from ADMnext

Business Insightful Services (BIS) from ADMnext delivers on this and more in helping you achieve business-value-driven IT with next-gen ADM. Essentially, BIS provides a shared set of business metrics that are underpinned by and aligned with the relevant IT KPIs. These insights enable you to clearly and quantitatively demonstrate the value your IT provides, while simultaneously driving new innovations and heightened business process insights.

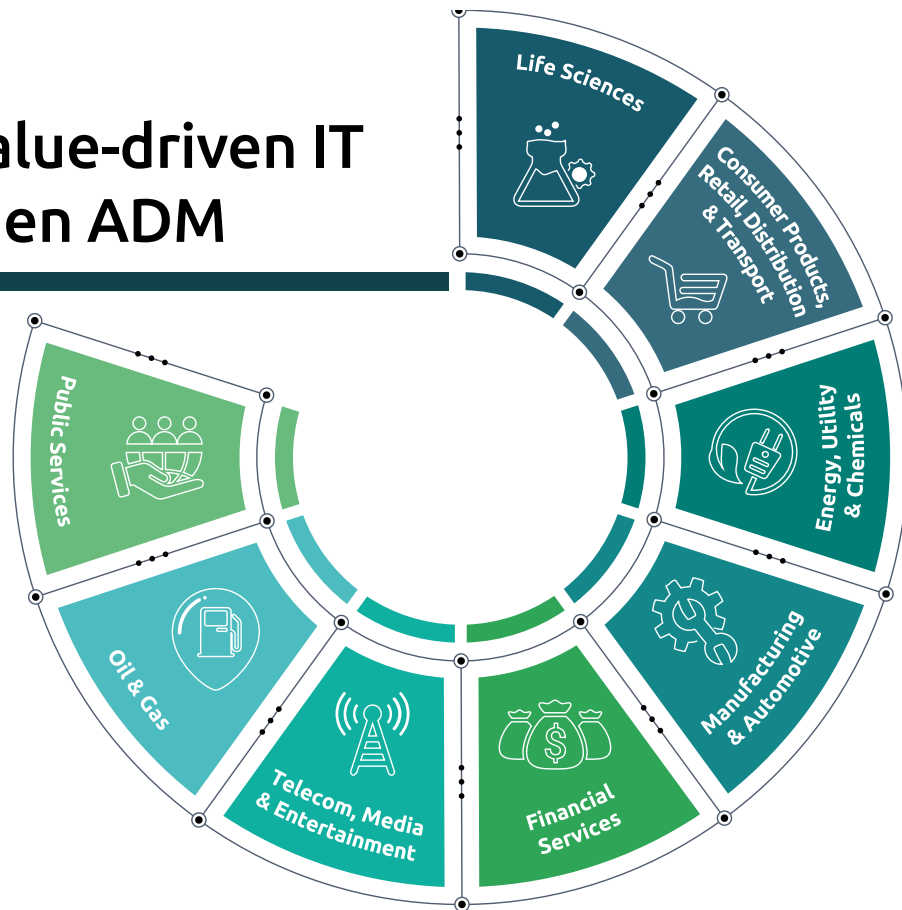**What complete business observability looks like**

Learn more below about how you can fully showcase the business value of your IT with BIS' ability to baseline performance against benchmarks, identify and prioritize IT innovation, and implement complete business observability and continuous improvement.

Business Insightful Services from ADMnext *in action*

Business Insightful Services are delivered across different sectors using industry specific KPIs and benchmarks.

Business-value-driven IT with next-gen ADM

Life Sciences

Consumer Products, Retail, Distribution & Transport

Energy, Utility & Chemicals

Manufacturing & Automotive

Financial Services

Telecom, Media & Entertainment

Oil & Gas

Public Services

A.

Faster, more efficient PO processing for a global US beverage company

Consumer Products, Retail, Distribution & Transport

Challenge:

During the pandemic, the company was experiencing delays in PO processing and fulfillment from suppliers, while bottlers had to manually address unwanted and duplicate shipments for plant-to-plant transfers.

Solution and results:

With Business Insightful Services and our Automation Enablers, PO pain points were discovered, and we were able to deliver:

- An 8% reduction in PO processing cycle time
- Improved on-time availability of raw materials
- End-to-end visibility of P2P value chain and insights on areas needing improvement
- 100% Reduction of redundant outbound shipments for inter-plant stock orders
- An accurate picture of open shipments in the shipment monitor

B.

Ensuring on-time completion of financial month-end closures for one of North America's largest energy and utility service providers

Energy, Utility & Chemicals

Challenge:

The organization was experiencing delays and discrepancies with financial month-end closures. Reducing the time required here was critical for optimizing technical process elements and providing better technical support.

Solution and results:

With BIS, month-end closing business process was mapped end-to-end to IT applications. Failure points were prioritized, and SMART AM KPIs were defined. Monitoring and Pro-active checks were implemented throughout the process flow. Overall, we were able to ensure that:

- All SMART AM KPIs and Business KPIs are met
- Financial month-end closures are completed successfully and on-time (within three days and with 100% data accuracy) every month since implementation

C.

Managing service order data synchronization for one of UK's largest energy and utility service providers

Energy, Utility & Chemicals

Challenge:

The company was experiencing service order data synchronization issues due to the non-availability of meter inventory and premise information – and this was causing processing errors. Manual interventions to investigate, correct, and reprocess service orders were required and would involve multiple teams that would manage individual systems and business processes, which was time consuming, error prone, and costly.

Solution and results:

Through BIS, business processes were mapped with corresponding IT systems and the root causes of systems failures were identified. Proactive checks for service order data synchronization errors are always made, and overall, we were able to bring:

- Automatic error detection (7% on average)
- Substantial savings in effort, time, and money through 100% correction of data synchronization errors via a rule-based framework that eliminates manual intervention

D.

Order-to-cash insights for a global manufacturer in the security market

Manufacturing & Automative

Challenge:

The organization was looking for insights into how it was losing time throughout its process management. Access to data was limited both in volume and geographical region – so insights were restricted.

Solution and results:

BIS provided a clearer view of transactional data process mining. Over 100 routes contributing to inefficiencies and non-compliance were uncovered. We recommended a targeted plan to review and reduce identified orders and items that were not being entered at the same time (against expected behavior), which was adding an average of five hours to the process. Overall, BIS enabled:

- The retraining staff on how to enter orders correctly – improving journey time by an average 5 hours per transaction
- The removal of unnecessary process blocks – improving process journey time and releasing resource effort

E.

Ensuring efficient and timely completion of P2P and O2C for a leading US-based Oil and Gas service provider

Oil & Gas

Challenge:

The organization's P2P and O2C processes around PO creation were leading to delays of up to 38-44 days.

Solution and results:

With BIS, Business Process Focus Analysis was carried out, and relevant KPIs were identified and measured. Root causes of IT system failures impacting the corresponding business KPIs were also identified. This led to the following improvements:

- Reduced time in issuing POs to suppliers with a total order value of $2M
- 25% manual effort savings

F.

Heightened control and visibility for a large fashion retailer through BIS and BCC

Consumer Products, Retail, Distribution & Transport

Challenge:

The company wanted to increase control and visibility on its end-to-end digital order management value chain to drive improved efficiency & resilience leading to accelerated store performance.

Solution and results:

Using BIS we helped the organization define Business KPIs and map them to underlying critical business services performance and availability. We also deployed an integrated BCC dashboard to provide a real-time view of Business KPIs, along with SMART AM KPIs performance, which provided actionable insights to improve availability and performance of critical services that impact order-to-ship cycle times. This resulted in:

- End-to-end visibility of the DOM process health
- The elimination of four hours in manual monitoring time per day
- The speeding up of response time to potential issues by 75%
- Raising the number of services being monitored by 100%
- Machine learning to enable the prediction of future service performance based on historical data.

G.

Deploying BIS and BCC at a large UK public sector organization

Public Services

Challenge:

The organization wanted to improve the efficiency of its critical business processes – especially order to cash (OTC) and record to report (RTR) business value chains, – while also developing better monitoring and measuring mechanisms.

Solution and results:

In conjunction with the SAP Solution Manager, BIS and BCC increased OTC and RTR process efficiency and delivered focused, insights based, automated KPI monitoring dashboards for the real-time visualization of KPI performance. This resulted in:

- Marked improvement in OTC and R2R process efficiency
- 76% month-on-month reduction in incomplete payment proposals
- 14% month-on-month reduction in billing block errors
- Heightened sales order visibility through dashboards
- Automatic alerts and improved monitoring of outputs
- Ability to derive additional insights through correlation of BKPI, IT service performance, and SMART AM KPIs.

H.
Accelerating KPI monitoring and data collection for a European Life Sciences leader

Life Sciences

Challenge:

The client's Radiology Department would create monthly reports for SCM process KPIs, along with KPIs to monitor supply chain waste. This report was prepared manually by extracting data from SAP into Excel and was leading to errors and delays.

Solution and results:

With BIS, we developed an automated, near-real time KPI dashboard with KPIs for SCM performance (OTIF, inventory, Days of Supply, VAN replenishment) and KPIs to monitor supply chain waste (blocked stock, write-offs, etc.). The BPF team brought process mining capabilities for throughput monitoring of order flows to spot bottlenecks and processing delays quickly. Auto-generated insights reduced manual efforts and multi-channel capabilities – and overall – this resulted in:

- Cost Savings of approximately 50 resources days per year
- Dashboard "fix before fail" capability reduced negative business impacts
- Shifts from reactive, month-end reporting to near real-time KPI tracking.

I.
Streamlining a large bank's loan approval process

Banking and Financial Markets

Challenge:

This Swedish bank's loan approval process was slow and unstable – with monitoring and reporting mechanisms unable to address issues before they impacted the business.

Solution and results:

BIS helped improved process efficiency for faster loan approval with 100% visible, consolidated, on-time, and error-free month-end financial reporting. Overall, BIS was able to help the bank:

- Cut the mortgage loan approval cycle time from 68 to 36 days in eight months
- Reduce cycle time and close over £60 million in additional loans annually
- Ensure personal loans are approved within 72 and disbursed within five working days

J.
Higher customer satisfaction and cost benefits for a major European financial services firm

Banking and Financial Markets

Challenge:

Incorrect results in file processing were occurring thanks to complex vendor and application landscapes, manual processing, and a lack of knowledge around business processes.

Solution and results:

With its Business Process Focus (BPF) method, BIS improved complex card statement execution processing with file processing across multiple vendors – and mapped all relevant business processes exactly to IT applications. This led to:

- Higher customer satisfaction thanks to statement execution processes being reduced from three days to 23 hours
- Avoidance of costs associated with duplicate card issuance
- Closer alignment between IT and business

K.

Ensuring on-time total revenue realization for one of North America's leading industrial technology conglomerates

Manufacturing

Challenge:

Revenue realization was being delayed due to the incorrect input of serial numbers. This required increased monitoring by the IT team and intervention by the business in approving changes made by IT team.

Solution and results:

BIS was able to segregate the relevant root causes of IT systems failure points via its Automation Enabler, which delivered:

- Auto-detection and correction with no manual intervention
- Aversion of a potential revenue realization delay of ~$5.76M/year
- Savings of 20 Business and IT team effort days

L.

Guaranteeing an efficient and timely Procure-to-Pay process for a large German automotive company

Automotive

Challenge:

The company's Procure-to-Pay process was experiencing delays in the approval of shopping carts (an average of three days), errors in PO vendor transmission, and dissatisfied end users.

Solution and results:

In-depth analysis was carried out and relevant Business KPIs were identified and measured. BIS automation enablers were also deployed to manage data errors within the procurement process, along with inconsistent PO and supplier information. Overall, this delivered:

- Improved supply chain management efficiency for faster and on-time end-customers delivery
- Faster PO and shopping cart turn-around
- POs worth €1.6M were processed faster and dispatched to suppliers
- The elimination of an average of 20 incidents per month

M.

Driving O2C business process efficiency for a global device manufacturing company

Manufacturing

Challenge:

A critical 24x7 supply chain application system was regularly running into errors. This was stemming from issues with data and was resulting in unplanned system downtime, duplicate supply data, and the cancellation of deals amounting to thousands of Euros.

Solution and results:

BIS developed alerts that were triggered hourly to check on any potential data failures. An automated auto-heal solution was also deployed to update faulty records and send details to support team, which delivered:

- A 50% increase in stock replenishment request processing efficiency
- Aversion of losses stemming from potential cancellations worth 2M Euros per month
- Substantial reductions in major incidents and FTEs required for monitoring
- An accurate picture of open shipments in the shipment monitor

About Capgemini

Capgemini is a global business and technology transformation partner, helping organizations to accelerate their dual transition to a digital and sustainable world, while creating tangible impact for enterprises and society. It is a responsible and diverse group of 340,000 team members in more than 50 countries. With its strong over 55-year heritage, Capgemini is trusted by its clients to unlock the value of technology to address the entire breadth of their business needs. It delivers end-to-end services and solutions leveraging strengths from strategy and design to engineering, all fueled by its market leading capabilities in AI, cloud and data, combined with its deep industry expertise and partner ecosystem. The Group reported 2023 global revenues of €22.5 billion.

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