

Industry Cloud Solution – Infosys Billing Management Solution

Infosys Billing Management Solution Marketing Material

Infosys Billing Management Solution for Professional Services Firm

Simple and intuitive solution that provides holistic WIP management solution

Problem Statement

Current product suite is tailored for

- does not have this capability

Why do we need new

- Absence of E2E solution covering WIP review, WIP reserves and billing output
- Non-compliance with contract results in financial penalty and loss of business
- Impacts Partner KPI
- Impacts organization cashflow

Why do we need this

- Irrespective of nature of contract, clients are micromanaging Firms effort
- With complex funding models, unique contract clauses and flexibility demanded by customers, a Firm encounters increased scrutiny on T&E
- Non-compliance with contract conditions result in financial penalty and potential blacklisting from future contracts

The Solution

- ✓ Built on **SAP Business Technology Platform (BTP)** to deploy cloud native solution.
- ✓ Capability for Partners and MDs to track project and employment details
- ✓ Tight integration with S/4HANA
- ✓ Simple, Intuitive leveraging Intelligent technologies
- ✓ No equivalent product available in market
- ✓ Improved visibility on WIP.
- ✓ Improved contract compliance.
- ✓ Reduced revenue leakage.
- ✓ Precise routing of Time, Expense and Unit Based Billing data, which accept all edits uniquely, hence, creating an efficient way to route the changes
- ✓ Enabled to make edits in the billing data to adapt to real time scenarios
- ✓ Ability to track the edits made in the application as 'Requests'
- ✓ Simple application used for approving or rejecting these requests – 'My Approval'

| Project ID | Work Package | Work Package De... | Work Date | Timesheet Comment | Workday Employee ID | Fees | Personnel Name | Requestor Name |
|------------|----------------|-----------------------------|------------|------------------------------|---------------------|--------|----------------|----------------|
| INDCLOUD03 | INDCLOUD03.1.2 | WPO002 Warner associates | 06/10/2023 | Timesheet comment update ... | INF1263625 | 200.00 | Swati Joshi | Swati |
| INDCLOUD03 | INDCLOUD03.1.2 | WPO002 Warner associates | 06/12/2023 | Time entry update | INF1263625 | 600.00 | Swati Joshi | Swati |
| INDCLOUD03 | INDCLOUD03.1.2 | WPO002 Warner associates | 06/11/2023 | Time12 | INF1263625 | 90.00 | Swati Joshi | Swati |
| INDCLOUD03 | INDCLOUD03.1.1 | WPO001 Oak Plaza associates | 06/11/2023 | Time12 | INF1263625 | 90.00 | Swati Joshi | Swati |
| INDCLOUD03 | INDCLOUD03.1.1 | WPO001 Oak Plaza associates | 06/11/2023 | Time02 | INF1263625 | 180.00 | Swati Joshi | Swati |
| INDCLOUD03 | INDCLOUD03.1.2 | WPO002 Warner associates | 06/08/2023 | Time02 | INF1263625 | 300.00 | Swati Joshi | Swati |
| INDCLOUD03 | INDCLOUD03.1.2 | WPO002 Warner associates | 06/09/2023 | Time02 comment update | INF1263625 | 300.00 | Swati Joshi | Sanatan |
| INDCLOUD03 | INDCLOUD03.1.1 | WPO001 Oak Plaza associates | 06/09/2023 | Time15_update | INF1263625 | 300.00 | Swati Joshi | Swati |

| Request ID | Time | Status |
|--------------|-----------------------------|-----------|
| RQ0000000012 | INDCLOUD03 IndCloud03 | Submitted |
| RQ0000000013 | INDCLOUD03 IndCloud03 | Submitted |
| RQ0000000001 | TESTPROJECT02 IndCloud02 | Failed |
| RQ0000000005 | INDCLOUD03 IndCloud03 | Submitted |

- ✓ Facilitate to make edits in the billing data to adapt to real time sequence of events.
- ✓ Synchronously update in the status of the edits in both the applications

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Simple and intuitive solution that provides improved opportunity management

Standard

Project Type: Client ID/Description: Project ID/Project Description: Company Code: Engagement Partner: Engagement Manager: Project Manager:

Client Project: US Company: X

Engagement Admin: Last Activity: Open WIP Entry: Yes

| Project ID | Project Name | Client Name | Start Date | End Date | Last Activity Date | Project Manager | Engagement Manager |
|---------------|---------------|-----------------|------------|------------|--------------------|-----------------|--------------------|
| INDCLOUD0558 | INDCLOUD05_58 | Test Customer01 | 07/17/2023 | 09/30/2023 | 07/21/2023 | Sarath Basile | Saranata Jena |
| INDCLOUD03 | IndCloud03 | Test Customer01 | 05/19/2023 | 08/05/2023 | 07/13/2023 | Sarath Joshi | Saranata Jena |
| TESTPROJECT02 | IndCloud02 | Test Customer01 | 05/19/2023 | 08/05/2023 | 08/07/2023 | Sarath Joshi | Saranata Jena |

WIP Reserves

| Client | Project | Billing Element | Budgeted Net Revenue | Budgeted Deviation % | Budgeted Realization | Actual Realization Rate | LTB Gross WIP (Time) | Budgeted Deviation (LTD) | LTD Gross |
|---------|---------------|-----------------|----------------------|----------------------|----------------------|-------------------------|----------------------|--------------------------|-----------|
| 1000000 | TESTPROJECT02 | TESTPROJECT02.1 | 1000.00 | 0.00% | 100.00% | 100.00% | 0.00 | 0.00 | 0.00 |
| 1000000 | TESTPROJECT02 | TESTPROJECT02.2 | 2.00 | 0.00% | 100.00% | 100.00% | 800.00 | 0.00 | 0.00 |
| 1000000 | INDCLOUD03 | INDCLOUD03.1 | 300.00 | 0.00% | 100.00% | 100.00% | 1985.00 | 0.00 | 90.00 |
| 1000000 | INDCLOUD03 | INDCLOUD03.2 | 200.00 | 0.00% | 100.00% | 100.00% | 2550.00 | 0.00 | 15.00 |
| 1000000 | INDCLOUD03 | INDCLOUD03.4 | 1.00 | 0.00% | 100.00% | 100.00% | 800.00 | 0.00 | 0.00 |
| 1000000 | INDCLOUD03 | INDCLOUD03.3 | 300.00 | 0.00% | 100.00% | 100.00% | 0.00 | 0.00 | 0.00 |

My Approvals

REQUEST-RQ0000000023

Status Submitted

Project ID: INDCLOUD03
Project Name: IndCloud03
Client Name: Test Customer01
Submitted Date: 05/19/2023

Project Manager: Sarath Joshi
Billing Admin: Anil Anand
Engagement Manager: Saranata Jena
Engagement Partner: Aay Kumar S
Engagement Admin:

| Expense | IndCloud03 | Submitted |
|--------------|------------|-----------|
| RQ0000000005 | IndCloud03 | Submitted |
| RQ0000000010 | IndCloud03 | Submitted |
| RQ0000000023 | IndCloud03 | Submitted |
| RQ0000000024 | IndCloud03 | Submitted |
| RQ0000000025 | IndCloud03 | Submitted |
| RQ0000000022 | IndCloud03 | Submitted |

Business Value

- Built on BTP
- Head-start in key engagements
- Efficient provides the Customer Projects data for unbilled/WIP and billed and allows for the proposal of edits to WIP items (time, expenses & UBB)
- Adaptable to channelize all aspects of Billing simultaneously
- Improve work quality and reduce the risk of losing track of data.
- Irrespective of nature of contract, clients are micromanaging Firms effort
- With complex funding models, unique contract clauses and flexibility demanded by customers, a Firm encounters increased scrutiny on T&E
- Non-compliance with contract conditions result in financial penalty and potential blacklisting from future contracts

Target Customer

- Partners / Billing Administrator / Engagement Accounting
- Partners would sponsor this product
- Solution in use at AlixPartners
- Professional Services Industry is split in two – Big 4 and rest. This solution targets the rest i.e., mid-market customers
- Target mid-market segment in US, followed by Europe and APAC

Current & Planned Market

- None of the ERP products meet unique aspects of professional services industry
- Mid-market segment is the focus

Bill of Material

- Portal
- HANA DB
- Workflow Management(Rules)
- Cloud Foundry Runtime
- Business Application Studio
- Object Store

Results

- ✓ Improved model of billing enable to work dynamically
- ✓ Reduction in risk in data management
- ✓ Adaptable to real time scenarios
- ✓ Enabled to handle complex tasks of data management in an elementary approach
- ✓ Improved visibility on WIP
- ✓ Improved contract compliance
- ✓ Reduced revenue leakage
- ✓ Reduction in penalty
- ✓ Improved cash flow
- ✓ Improved DSO
- ✓ Reduced operational overhead for partners

Target Audience

- Partners
- Principals
- MDs

Thank You