

Corporate Functions

Case Studies

Allianz 

Accounts Payable

Customer: Allianz UK

Location: UK

Pre-transition

- Less efficient process execution
- Resource hungry processes
- Inability to scale up when required
- (Lack of) Future proofing
- No metrics for tracking various Management Information Reports (MI)
- Non defined Turn Around Time (TAT), hence resilience between staff was low.

Challenges

- Issues with the regularity and legibility of scanned Accounts Payable documents (invoices etc)
- No robust method of tracking duplicates before payment run.

Solutions

- Scanning issues resolved with no impact on operations since April 2011
- Duplicate tracking method identified and implemented in ACIS Accounts Payable

Key success factors

- Reduced cost of business
- Future proofing of processes, in a controlled fashion
- Enhanced scalability
- Ease of change management and implementation
- Improving the arbitrage by doing more skilled activities

Post-transition

- MI required to client standards was developed and circulated regularly
- Resilience established and tested with internal movements and attrition
- Taking ownership of the end to end process in AP and Cashiers
- Going up the value curve by migrating additional tasks eg:
 - Credit management reports
 - Tax and Re-insurance activities
 - SAP Finance Systems

Key benefits

- Reduced cost of business
- Future proofing of processes, in a controlled fashion
- Enhanced scalability
- Ease of change management and implementation
- Improving the arbitrage by doing more skilled activities

Re-Insurance Accounting

Customer: AGCS

Pre-transition

- Higher cost of resources for performing location independent tasks.
- Resources spending time on administrative activities leaving insufficient time to concentrate on core activities.
- Operational issues like Backlogs due to new systems and processes or manual workarounds.

Project Achievements

- The process was defined by AGCS Subject Matter Experts (SME) jointly with the Transition Analyst who was responsible for documentation purposes.
- Development of a KPI framework to monitor ACIS output in a consistent manner.

Post-transition

- MI required to client standards was developed and circulated regularly
- Resilience established and tested with internal movements and attrition
- Taking ownership of the end to end process in AP and Cashiers
- Going up the value curve by migrating additional tasks eg:
- Credit management reports
- Tax and Re-insurance activities
- SAP Finance Systems

Key success factors

- Detailed onshore/offshore training covering different processes
- Documented well designed process
- Well defined reporting and monitoring guidelines



Key metrics

- Quality
- Customer Satisfaction
- Schedule (Adherence)

Project Snapshot: Allianz SE H2

Customer: H2 GAC & GMR

Pre-transition

- With the Solvency II being the prime focus, skilled resources are required to undertake these complex activities along with their routine works.
- Turn around time for Reconciliation was 5 working days.

Challenges

- Resource crunch in GAC to complete the reconciliation process within the timeline of 5 working days along with other tasks
- Team couldn't devote enough time for Solvency II process

Solutions

- Offshoring the work which are less complex and more time consuming to free up the existing resources

Post-transition

- Turnaround time of Reconciliation were reduced from 5 to 4 WD
- Additional tasks were absorbed to the existing team
- Reduction in cost with support from ACIS by freeing up time for the existing H2 Resources.
- Backup created within H2 GAC & GMR Team without any additional billing

Key success factors

- One Team approach
- Team to work as an extended workbench for Allianz SE H2
- Utilization of existing capacity to build resilience.

Technology

Citrix, ECCS, SAP, IDS, Recon Cockpit, VM ware



Key metrics

Turn around Time and Accuracy



Project Snapshot: FFIC

Customer: FFIC

Location: DE

Pre-transition

- No SLA /Work flow for AP Has been set up
- No Standard text message has been identified for Vendor Payments
- Lack of Tracking mechanism for Daily Inflow of invoices/Expense reports

Challenges

- Unable to identify the Inflow report for invoice scanning
- Cyber shift Inflow& Outflow was not compared
- TOP 10 Vendors not identified

Solutions

- System Generated report implemented in lotus Notes and able to track invoice inflow
- Top 30 Vendors identified and payment text format has been implemented

Post-transition

- Accounts Payable ,T&E SLA has been implemented.
- T&E Process improvement idea has been implemented and this helps for better audit control

Key success factors

- One Team approach
- Utilization of existing capacity to build resilience.
- 100% backup created for all process.

Technology

Citrix,
PeopleSoft,
Lotus Notes,
Cybershift

Key metrics

Turn around
Time and
Accuracy

