

Transformation with High Impact



About the client

Intelenet provides specialist F&A and travel support services to leading global hotel consolidators. Our domain innovation specialists, technology and Six Sigma experts leverage lean concepts and collaborate with business excellence champions to create sustainable transformations. We deal with over 15,000 active suppliers and process over 5m invoices across 30 geographies



Business Challenge

- Manual invoicing leading to
 - Heavy Paper base
 - Huge Courier costs
 - High turnaround times
 - Volume fluctuation due to seasonality
- Justify return on investment on Technology
- Needed partner to manage the project of migrating from Manual base process to Technology driven process

Solution deployed

- Intelenet led, designed, implemented and managed the E-Bill (electronic invoicing) implementation project in its entirety
 - Circulated the Electronic Invoice format to all active suppliers
- Invested in a team to educate suppliers on the benefits of e-Bills and make it easy for them to transform them towards electronic invoicing
- Continuous engagement with Operations and Technology teams and a detailed project plan for migration
- Deployed a dedicated Manager on-site for 6 months to co-manage the Project wherever recommended for a project's success
- Considering the highest and lowest volume flow, and proposed Transaction based pricing



Benefit

- Achieved an e-bill penetration of ~85% (Hackett Benchmark 80%), which is amongst the best industry-wide
- Cost reduction by 45% per invoice
- TAT reduced by 5 days from 15 days
- Converted from fixed to variable cost structure
- Process transformation resulted in several discounts and operational savings