

About the Company

The client is a leading national insurance carrier based in US. The company offers insurance products through its large network of over 2000 agencies of professional agents and brokers. The company has over 650 employees servicing commercial and personal insurance to over 3 million policyholders.

Business Objectives

- Move away from paper based processes to reduce cycle time
- Achieve greater transparency in the PR process
- Measure KPIs of procurement department for productivity improvement

Existing Technology Platform

- SAP (ERP)

Challenges in Existing Structure

- Paper-based purchase requisitioning and ordering
- Ad-hoc supplier on-boarding process
- No standard workflow defined for approvals
- Non-compliance and manual efforts on the part of the buyers
- AP team had to do extensive manual work to process invoices in ERP
- Incomplete supplier information resulted in no single source of truth

Facts and Figures

30% reduction in approval cycle time

87% reduction in vendor management FTE

40% reduction on time spent by AP on invoice processing

Zycus Solution

The group partnered with Zycus for a complete Procure-to-Pay (P2P) supplier system, including - vendor registration and onboarding, request for quotes, purchase order issuance and invoice payment/processing

Business Impact

- Trimmed cycle times for catalog orders from as much as a full business week to a few hours
- Reduction in invoice approval cycle times improved savings through discounts due to prompt payments
- Empowered end-user adoption, migrating from centralized to de-centralized purchasing and strengthening compliance with a "No PO - No Pay" policy
- Reduced duplicate and overpayments alone netted \$100K savings
- Reduced Vendor Management FTE support with self-service supplier portal for registration, on-boarding, as well as invoice status tracking
- Automated 3-way Invoice Matching helped Accounts Payable (AP) team to save time spent on invoice processing and exception management
- Enabled strategic sourcing cost reduction efforts through accurate, line-item level spend visibility
- Boosted stakeholder satisfaction Net Promoter Score (NPS) from neutral to +10