

## CASE STUDY

### ORDER PROCESSING BACK OFFICE



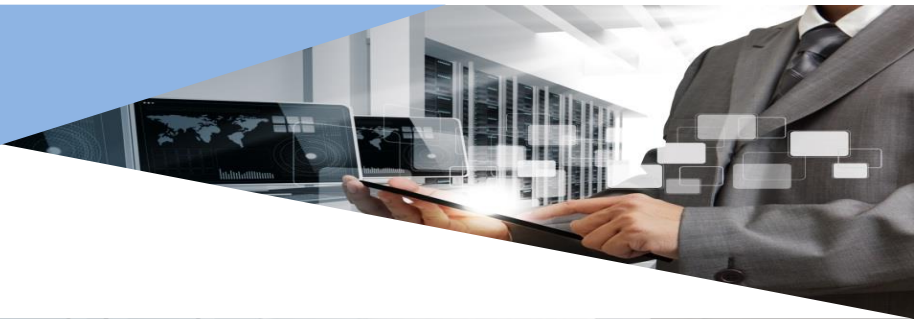
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## Client Profile

- Leading global automotive company with operations in over 50 countries and an annual turnover of above 50 billion US dollars

## The Landscape:

- The client company processes a very large volume of sales orders on a daily basis and faced challenges in effectively meeting the needs of their global diverse customer base.
- The client stakeholders from different geographies needed to create and make changes quickly to the changing statuses for each order alongside the order to pay cycle.
- The client required an efficient sales order processing support solution and engaged KGiSL to help increase their overall service efficiencies.

## How we helped this client?

Upon assessing the company's order to pay functions, we identified operational areas that could be outsourced and developed a strategic solution to increase productivity through support for several back office functions. A Back-Office Support Service Center (BSS) was set-up onsite to drive changes and derive seamless benefits through partnership with KGiSL.

KGiSL has deployed agents that understood order processing, possessed and displayed good product knowledge to perform the function. We offer support functions that quicken the processes and that leverages an existing SAP system which is widely used across all the locations in which the company operates. Following are the core support services being offered:

- Order entry and validation
- Status tracking, follow-up & reporting
- Validating parts, engineering drawings/images
- Document processing and management
- Lead time tracking (KPI) & reporting gaps (from ordering, raw material, manufacturing, warehouse, transportation to global delivery)
- Quality Back Office
- Data Analytics, executive presentations & Reporting
- Helpdesk & handling emails

## The Results:

- 98%-100% order accuracy levels
- 100% in meeting turnaround time
- 30% reduction in operational costs

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