GBS MODEL IMPLEMENTATION

FOR GLOBAL RECRUITMENT AGENCY

Overview

The client is one of the largest and fastest growing companies in its industry, comprising of a network of 25+ brands grown through mergers and acquisitions. In order to build a scalable business model, the client wanted to set up a Global Business Services (GBS) structure.

Business Challenges

- Transitioning from a long withstanding region/entity-based structure
- Build a plug-and-play model to easily integrate services for newly acquired brands.
- Ensure continuous improvement of current processes to increase team efficiency, implement smart automation and build a scalable business model.

QX Solution

In order to bring about organisational transformation for the client, QX followed a unique Transition-Improve-Transformation model:

- **Transition:** For the first six months of our partnership with the client, the QX team worked on process mapping, identified client requirements, did an in-depth risk analysis and did a comprehensive process baselining.
- **Stabilise & Improve:** In the 6 to 18-month period, the QX team focused on introducing ISO, monitoring processes, collecting feedback and ensuring continuous improvement.
- **Transformation:** 18 months into the partnership, QX moved into the transformation phase – bringing about smart automation, benchmarking and continuous process improvement.

Tools and technology implemented:

- **Bank Download Tool** - This tool has helped the process to download daily cash receipts from over 20 bank accounts
- **PO Update Tool** – This tool has helped client to eliminate manual efforts of updating PO number on invoices
- **VMS Timesheet Tool** - This tool has helped our client to automate "Timesheet Download and Upload" process

Benefits

Overview

- **5M+ GBP** annual cost savings
- Consolidation of Services through Outsourcing model into one center
- Moving from a region/entity based to process-based structure

Payroll

- Processed **365,000** timesheets annually with over **99.95%** accuracy
- **3** new brands added, without increasing FTE count
- **27%** reduction in query rates
- **37%** reduction in unbilled amount

Accounts receivable and credit control

- **20%** decrease in DSO (Days Sales Outstanding)
- **79%** reduction in total unallocated cash on direct and self-bill accounts
- **66%** reduction in 90+ aged debt of ledger balance
- **100%** collection against the target
- **98%** reduction in suspense balance

Accounts payable

- Over **99.7%** accuracy in invoice processing
- Over **99.3%** SLA compliance
- **60%** reduction in average open tickets