



INTELLIGROUP

STREAMLINING INVOICING AND CLOSING VIA PROCESS INTEGRATION

QUICK FACTS

Industry

Professional services

Revenue

US\$125 million

Employees

1,800

Headquarters

Edison, New Jersey

Web Site

www.intelligroup.com

SAP® Solutions and Services

SAP for Professional Services solutions (including SAP® ERP Financials and SAP ERP HCM solutions)

Intelligroup is a global provider of enterprise applications and systems integration services, including implementation, application management, and support services. Intelligroup needed to integrate its many discrete business processes in order to manage the business more effectively and enhance business process efficiency. The SAP for Professional Services solution portfolio helped Intelligroup streamline project and contract data collection and improve both financial and operational reporting, which has dramatically increased both employee and customer satisfaction.



Key Challenges

- Nonintegrated business processes
- Limitations to capture and process time-and-expense data in a complete and timely way
- Long lead times in financial reporting
- Long cycle times between project cost capture and invoice processing
- Lack of a uniform platform or system to handle consistent accounting processes across different global locations

Implementation Best Practices

- Reference to industry scenarios to ease and accelerate the implementation
- Executive sponsorship that encouraged buy-in from all constituencies
- Business process improvement through development of business blueprints
- Leveraging of SAP Best Practices offerings

Financial and Strategic Benefits

- Integrated human capital management, time sheet, and billing processes
- Integrated expense claim processing
- Integrated subcontractor management processes
- Improved overall financial reporting
- Enhanced operational reporting
- Strengthened ability to perform detailed analysis
- Increased efficiency in project controls and accounts receivable
- Improved client satisfaction
- Improved ability to negotiate volume discounts with all major vendors

Why SAP Was Selected

- SAP® software support for all major professional services business processes
- Determination that successful deployment of SAP for Professional Services would yield immediate fiscal benefit
- Ability of SAP applications to meet all of Intelligroup's global requirements
- Ability to extend and integrate the SAP ERP application with others such as the SAP Customer Relationship Management application

Low Total Cost of Ownership

- On-time, within-budget implementation
- Single global-oriented team to guide implementations in multiple locations for optimal effectiveness and efficiency
- Ongoing operational costs within 0.3% of revenues, far below the industry average

Operational Benefits

Key Performance Indicator	Impact
Financial-period closing time	-80%
Invoice processing time	-80%
Time to collect receivables	-70%
Increase in resource utilization	+7%

“SAP for Professional Services allowed us to increase efficiency of our service delivery, accuracy and control over our billing cycle, and overall client satisfaction.”

Ramakrishna Karanam, Vice President of Finance and Global Controller, Intelligroup

www.sap.com/contactsap

Enhancement of Billing Process

Intelligroup provides a broad range of professional services including business process improvement, enterprise resource planning implementations, e-business solutions, upgrades, testing, application management, and support.

In the past, Intelligroup's rapid growth and geographic expansion resulted in a fragmented infrastructure. While business processes such as time sheet entry, expense reporting, and subcontractor tracking were well defined, processes had limited connectivity, and there was a lack of integration. Securing the information necessary for accurately and expeditiously billing clients often involved many manual processes. The billing cycle had delays of 30 to 40 days, and such delays added longer cycle times between project cost capture and customer invoicing. Intelligroup knew that to improve overall accuracy and timeliness of invoices, time reporting and expense collection had to be integrated with human capital management.

Choosing SAP for Professional Services to Streamline Operations and Provide Greater Value to Clients

Intelligroup knew that SAP for Professional Services solutions would streamline its financial and operational processes while improving insight into its business; providing faster, more accurate reporting and invoicing; and enabling better service to clients.

Implementation of the solutions proved to be straightforward given the leadership provided from the top levels of the executive team. This approach helped establish a very low cost of overall system support expense – just 0.3% of annual revenue, far better than most firms.

Vastly Improving Financial Operations and Customer Satisfaction via Tightly Coupled Integration

With its new solution Intelligroup has been able to integrate time sheet entry and expense reporting with human capital management, accounting, and billing so tightly that it can consolidate all financial information in just five days. This means that billing can issue invoices much faster, which greatly accelerates revenues while boosting client satisfaction and minimizing discrepancies. This acceleration is possible because Intelligroup now performs detailed central accounting for all progress and expenses on every activity of an engagement, and because SAP® software automatically generates invoices as a derivative of the work completed. This process improves billing speed and accuracy and expedites receivables.

To make sure consultants enter all their data on time, Intelligroup has set up its SAP software to issue reminders automatically. This not only speeds up invoicing but also helps Intelligroup avoid lost revenues caused by consultants submitting their reports too late. The software also facilitates review and approval of consultants' requests by managers who are traveling rather than requiring them to be at their desks, further improving client satisfaction and efficiency.

Due to the enhanced and efficient vendor management system, vendors enjoy tighter, faster purchase order and invoice processing. Intelligroup can now aggregate purchases from major vendors, providing leverage for negotiating better volume discounts.

With these improvements, together with increased efficiency, Intelligroup was able to recover its investment quickly. Leveraging the benefits of the SAP software, Intelligroup plans to expand the applications to its worldwide locations. The company will follow that by implementing the SAP NetWeaver® Business Intelligence component for enabling key financial reporting capabilities, along with Duet™ software for making this reporting functionality accessible to all its Microsoft Office users. What began as an effort to improve the billing process and enhance both financial and operational reporting now promises to introduce profound improvements throughout the company.

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