

Nomination: 19030

Transforming Billing with Autobots

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**Page: General Information**

**Name of Organization / Company**

IBM

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**Entry Title**

Transforming Billing with Autobots

**Category**

N01 - N03 - Award for Innovation in Technology > N01. Award for the Innovation in Technology Development > Computer Industries

**Submission Format**

An Essay of up to 625 Words

## Essay

The IBM Singapore Quote-to-Cash (Q2C) Team plays a pivotal role in supporting contract management and billing operations for one of Asia's largest banks. Team's involvement in managing the account's billing commenced in 2021, coinciding with the bank's continuous expansion, marked by increased signings and resource deployments. Consequently, the workload for the Q2C Team has surged significantly. The crux of our challenge lies in meeting the customer's specific demand for a monthly invoice, which has led to the billing volume doubling, from 500 to 1000 invoices.

Starting in 2022, the customer introduced a stringent payment cut-off date, mandating that IBM completes the monthly billing within a mere five calendar days. This arduous task involves a series of manual activities: gathering time-sheet approvals, calculating rates, preparing billing files, obtaining approvals, generating invoices, uploading invoices with supporting artifacts to customer's payment portal and monitoring for customer's approval to secure timely payment before the cut-off date.

This aggressive timeline and high-volume workload have presented considerable challenges for the team, impacting not only the customer but also the internal operations.

To address these challenges, the Q2C Team embarked on a comprehensive review of its processes to ensure that we could effectively manage the account's continuous growth and meeting customer's stringent requirements. This initiative led to a complete overhaul of our approach, resulting in a streamlined and highly efficient system. One of the significant achievements was the successful integration of automation into our operations, thanks to our trusty ally, BumbleBill robot.

BumbleBill, our dedicated robot, has taken over a significant portion of our workload. Out of the twelve essential process steps, BumbleBill now flawlessly executes eight, greatly enhancing team's productivity and efficiency.

Here's a glimpse of the tasks BumbleBill expertly handles:

1. Downloading billing artifacts
2. Reconciliation of billing file
3. Creation of Advice to Bill (ATB) and Drag&Drop Form
4. Assignment of billing requests
5. Consolidation of billing summary
6. Invoice reconciliation
7. Customer payment portal preparation
8. Customer payment portal reconciliation

This integration of automation, led by BumbleBill, has revolutionized our operations. It not only allows us to meet our customer's stringent deadlines but also significantly improves our accuracy, reducing the risk of errors that can impact our customer's cost management and our internal metrics. This initiative marked a pivotal step towards delivering enhanced service and achieving operational excellence.

Our journey towards process excellence and efficiency has yielded remarkable achievements, transforming the landscape of our operations. One of the standout accomplishments is the significant cost savings realized through automation. By automating labor-intensive reconciliation and validation tasks, we achieved savings of \$4,800 on just the first run. This newfound efficiency not only reduces costs but also minimizes the risk of human errors.

Speed and precision in execution have been paramount to our success. Despite facing a tight billing window and dealing with a high volume of tasks, we not only met but exceeded expectations. From January to February, the average cycle time stood at 14.9 hours, a significant improvement from earlier processes. As we continued to refine our methods, from March to June, we achieved an astonishing average cycle time of just 5 hours, ensuring swift and on-time billing completion.

Accuracy is the cornerstone of our operations, and we've left no room for error. Through automation and the implementation of multilevel control points, we have achieved a remarkable 100% accuracy rate, eliminated user errors, and ensured precision in every task.

Our commitment to process transformation has led to the adoption of leaner, more streamlined procedures. By aligning interrelated stakeholders and leveraging automation and existing billing tool functionalities, we have achieved remarkable result of 91% adoption rate, reflecting the success of our transformation efforts.

In June 2023, we flawlessly processed 2,161 invoices, showcasing our commitment to operational excellence and adaptability in the dynamic finance and billing landscape.

### For this category please provide

An essay of up to 625 words describing the nominee's innovative achievements in technology since July 1 2021, **OR** a video of up to five (5) minutes in length illustrating the same.

Optional (but highly recommended), a collection of supporting files and web addresses that you may upload to our server to support your entry and provide more background information to the judges.

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Audio (Mp3), Documents (PDFs, Word, PowerPoints), Images (PNG, JPG, TIF), and Video (Mp4)

200 MB Max per File

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