Nomination: 19033

Driving Digital Transformation with Intelligent Workflows

Page: General Information

Name of Organization / Company

IBM

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Entry Title

Driving Digital Transformation with Intelligent Workflows

Category

N01 - N03 - Award for Innovation in Technology > N03. Award for Innovation in Digital Transformation > Computer Industries

Submission Format

An Essay of up to 625 Words

Essav

IBM Quote-to-Cash (Q2C) Operations comprises various services functions within IBM's Finance and Operations organization, providing sales support to IBM's sellers, such as managing a bid or managing the post-sales order and invoice processing.

Q2C Operations has been at the forefront of IBM's transformation into a Premier Cognitive Enterprise, which saw integration and alignment of teams and systems across multiple business functions. Part of the team's mission is to deploy Intelligent Workflows (IW) platform in the organization as part of IBM's digital transformation strategy. The solution offers an enhanced user experience from the current process and aims to reduce manual data entry and follow-ups, improving the cycle time on registering new signings.

Using Intelligent Workflow, the team automated billing and invoicing process by deploying the Billing & Invoicing (B&I) Application, an integrated, all-in-one solution for managing, communicating, and performing billing and invoicing activities. The first instance of the B&I Application was released in 2021 to Pilot Project Managers (PMs) in APAC who have since used the application in processing their billings, providing valuable feedback for enhancements that were included in the releases that follow.

The B&I application re-imagines and automates the legacy process, transforming a slow, highly manual process into an integrated, efficient self-service model. With this all-in-one solution for managing, communicating, and performing billing and invoicing activities, we have created and will continue to create signature experiences not only for IBMers but for our clients as well.

The B&I application allowed to realize extensive benefits:

- · 90% reduction in billing and invoicing cycle time. No additional hand-offs needed to release straightforward billings.
- · 80% of the billing support function activities automated. Support would only be needed for exceptional handling cases
- · 24,000 hours saved. Manual data re-entry is eliminated and data validation is reduced through the embedded controls.
- · B&I application is easily scalable. Components for future enhancements are built within the IW platform.
- · Efficiency throughout the entire billing and invoicing process. Hand-offs and corresponding wait time are effectively eliminated.
- · Employee empowerment. Eliminating PMs' dependency on other functions.
- · Enhanced customer experience. Transforming and streamlining the process significantly improved user experience, creating signature experiences for IBMers and our clients.

The B&I application re-imagines and automates the legacy process, transforming a slow, antiquated, highly manual process into an integrated, efficient self-service model.

Effectively, B&I Application brings these benefits:

- · Simplified end-to-end experience for PMs and support functions
- Use of historical and real time data to augment decision-making and show powerful insights in real time.
- · Reduction of the billing and invoicing cycle time, bringing efficiency throughout the entire process, while transforming and streamlining the process across the APAC geography.

Since deployment in 2021, the team has delivered five major releases through 2022, focused on application enhancements and scaling to additional Asia-Pacific markets. The iterative system enhancements further improved user experience, eg. allowing cloning of previous billing records to reuse for current billing, ability to check client billing location, direct attachment of evidence.

At the end of 2022, B&I Application was scaled to IBM Security & Software Services business across APAC. The team first identified the business units' unique process handling and gathered user feedback for system enhancements required.

The application has been also extended to include other APAC countries and markets and is available in ISA, ANZ, Taiwan, Hong Kong and Korea with an estimated 1,000 users, demonstrating how the team drives transformation across our organization.

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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