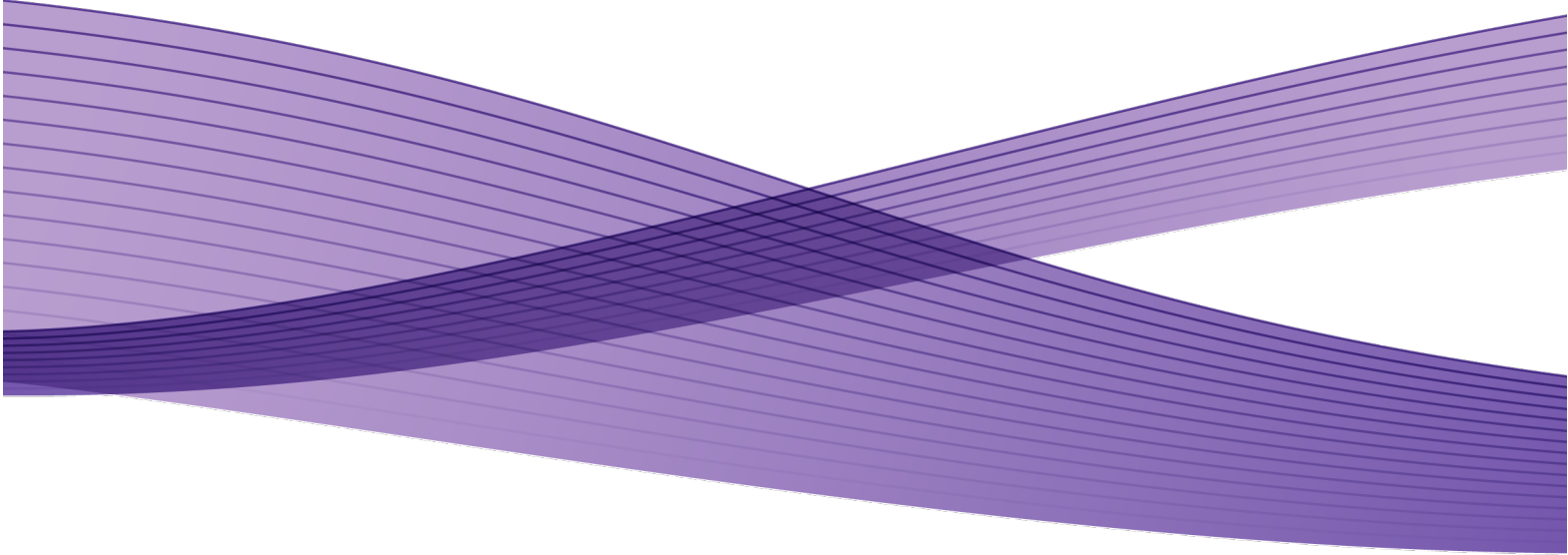




# Xerox Accelerates Finance & Accounting Transition



# Solution Delivered Ahead of Schedule and with 35 Percent Savings.



## Overview

Our customer is an American automobile manufacturer headquartered in Michigan. The company chose to outsource its finance and accounting functions to Xerox for headcount and cost reduction. They received the desired results, plus an accelerated transition, increased flexibility in call center service and improved performance compared to previous metrics.

## The Challenge

The company needed to achieve critical year-end financial objectives while maintaining F&A performance in a highly volatile and changing business environment. For this reason, Xerox needed to accelerate the transition and implement process improvements while working within budget limitations that restricted access to new investments in tools and technology. They also needed to ensure that the retained staff remained focus on strategic initiatives. A key challenge in the transition is that 80% of the in-scope employees were unionized. The union employees were unwilling to participate in knowledge transfer because their jobs were being replaced.

## The Solution

The company partnered with Xerox for a finance and accounting solution that includes General Accounting, Fixed Assets, Accounts Payable, Payroll, and Travel and Expense. The combined Xerox and corporate transition teams spent two weeks in project planning sessions creating a detailed task level project plan that would accelerate the transition while mitigating process risks. The project team was educated on the union contract and sensitivities and a plan was developed to contract former employees to assist in the knowledge preservation process.

The transition was launched leveraging near-shore and off-shore capabilities and guided by Lean Six Sigma methodology. In addition, Xerox implemented its Activity Based Compensation plan to further ensure a high level of work quality and efficiency.

## The Results

Xerox's dedicated transition team used its considerable experience in F&A operations delivery to deliver the following results to the company:

- Transition time reduced by 25%
- 35% savings
- Increased service performance well above contract and historical
- Levels in all towers
- 30.3% decrease in the value of past due invoices
- Enhanced visibility to F&A processes, metrics, reporting
- Global F&A platform
- Payroll Call Center established
- Remaining client staff now dedicated to new priorities
- Commitment to continuous process improvements

## Industry

Automotive

## F&A Processes

- General Accounting
- Fixed Assets
- Accounts Payable
- Payroll
- Travel & Expense

## Results

- 35% Savings
- Transition time reduced by 25%
- Improved SLAs

