



Intelligent Automation Transforms Finance Operations, Optimizing Vendor Relations for a **Fortune 500 Energy Retailer**

This is our story of deploying a proprietary tool – harnessing automation, analytics and cross-training – to empower the Finance and Accounting (F&A) department of a global energy and gas provider. Through this transformation, we re-defined the Accounts Payable (AP) function by enhancing resource allocation, stakeholder communication and overall operational efficiency.





As we know...

Across industries, the [F&A](#) function thrives on accuracy and timely execution. Efficient vendor management, including swift invoice processing and responsive query handling, is critical to sustaining strong relationships and a healthy cash flow.

Given the complexities of modern F&A operations, AP teams need streamlined processes, strategic resource allocation and effective communication channels to operate smoothly. Digital tools that provide real-time tracking and cost-effective automation are essential to eliminate bottlenecks and increase productivity.

The challenge for our client was...

Optimizing resource utilization and stakeholder communications to support expanding operations. As part of a growing organization, the client's F&A function needed to overcome operational hurdles impacting efficiency, response times and vendor relations. Specific areas of focus included:

Enhancing Communication & Accountability

Stakeholder e-mails needed centralized and transparent management to prevent missed actions, delayed responses and inconsistent handling of vendor queries (e.g. on invoice status and payment schedules).

Balancing Workload Management

Internal policies prevented cross-functional support, hampering resource optimization and overburdening the payment and treasury teams, resulting in delayed invoice processing and a rise in vendor dissatisfaction.

Adopting Process Automation

Heavy reliance on manual tracking, query resolution and invoice processing led to delays, inaccuracies and inconsistent service, affecting overall operational efficiency.

Stepping in as a digital-first domain partner...

WNS addressed these challenges by implementing a three-pronged solution

1

WNS TrackPoint Pro™

A comprehensive web-based case management platform, this proprietary tool leveraged intelligent automation and advanced analytics, elevating communication and compliance within AP. Key benefits included:



Automated Ticket Management

Assigned unique reference IDs to each vendor e-mail for streamlined tracking and accountability



E-mail Notification System

Automated notifications sent to vendors and stakeholders on query status changes, removing the need for manual follow-ups



Real-time Dashboards

Offered real-time visibility into AP performance, including vendor query resolution rates and task status



Performance Monitoring & Reporting

Built-in analytics enabled the monitoring of query types, response times and issue resolutions in real-time, with dashboards providing data-driven insights into team productivity, vendor satisfaction and process efficiency



Rule-based Ticket Assignment

Automatically routed queries to appropriate teams based on type and urgency



Auto Due Date Calculation

Accounted for holidays, weekends and shifts for timely completion of tasks



Compliance Tracking

Audit trails provided full visibility into user actions, providing accountability

2

Cross-Training

AP and General Ledger (GL) team members were cross-trained to handle multiple tasks across different sub-queues, optimizing resource utilization. This approach allowed AP resources to take on new responsibilities, such as invoice processing, while freeing up helpdesk capacity for higher-value tasks.



3

Strategic Resource Re-allocation

A thorough assessment of staffing levels enabled the re-alignment of Full-time Equivalents (FTE), maximizing resource utilization and boosting productivity.



The comprehensive automation-led solution delivered...



50%

Efficiency Gains

decrease in query resolution times



12%

Resource Optimization

improvement in the AP team's productivity

Reduced staffing requirements, freeing resources for higher-value tasks

Annual cost savings from reduced penalties and FTE optimization



~22%

Improved Stakeholder Relations

improvement in Net Promoter Score

About WNS

WNS (Holdings) Limited (NYSE: WNS) is a digital-led business transformation and services partner. WNS combines deep domain expertise with talent, technology, and AI to co-create innovative solutions for over 600 clients across various industries. WNS delivers an entire spectrum of solutions including industry-specific offerings, customer experience services, finance and accounting, human resources, procurement, and research and analytics to re-imagine the digital future of businesses. As of September 30, 2024, WNS had 62,951 professionals across 66 delivery centers worldwide including facilities in Canada, China, Costa Rica, India, Malaysia, the Philippines, Poland, Romania, South Africa, Sri Lanka, Turkey, the United Kingdom, and the United States. For more information, visit www.wns.com.

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