

Expense Report Processing



Customer

The customer is one of the world's largest steel producers.

Business Challenge

Expense report processing deals with the reimbursement of all kinds of expenses incurred by employees of the customer. Expense statements are submitted with details of type of expense, amount and approver's signature. This is sent to the Accounts Payables division for processing.

Mahindra Satyam's Solution

- Vendor-to-vendor transition with insufficient documentation

- Non-availability of training documents, SOPs and reports
- No known preferred benchmark and SLAs

Benefits

- Value addition beyond process execution
- Shift operations from the existing outsourcing partner onsite to Mahindra Satyam BPO's offshore delivery center
- Cost benefit and end-to-end ownership
- Over 16,000 settlements with spend value exceeding USD2 Billion

At Mahindra Satyam BPO's Human Resource practice, we offer customized, cost-effective and comprehensive HR services that help you achieve greater efficiency. Our Human resource offerings include Recruitment, Compensation, Payroll administration, Employee Data Maintenance, Immigration & Expatriation, Learning & Development, Performance Management, Organization Development, HR Analytics.

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