

## Maximizing visibility and minimizing costs with a *fully automated dispute management solution*

### Capgemini's Business Insightful Services with ADMnext completely streamlines penalty management

This global beverage giant was facing a recurring issue in managing customer penalties incurred, which led to a financial impact and regular manual intervention. Completion of the organization's yearly audit revealed that the company had paid significant sums in penalties. As a result, the company struggled to maximize its efficiency. Further analysis revealed that this could largely be streamlined through an automated process that tracked and validated potential penalties. This also enabled the strengthening of clear and effective financial governance and acted as a differentiator for the company to keep pace in a highly competitive industry. This would help reduce the manual tracking and validation of individual penalties while providing greater visibility into payouts and reducing human interventions and errors in the process.

**Client:** A global beverage giant

**Region:** Europe

**Industry:** Consumer products

#### **Client Challenge:**

The company was facing recurring issues in managing penalties, leading to a financial impact and necessitating frequent manual intervention.

#### **Solution:**

Utilizing Business Insightful Services with ADMnext, the Capgemini team built a dashboard to capture and validate all penalties within a single smart solution.

#### **Benefits:**

- Timely visibility into penalties which ensured validation leading to cost savings.
- Improved transparency in penalty reporting and validation.
- 4,000 business hours saved.
- Improved accuracy in penalty validation with real time tracking and centralized information.
- Faster time-to-resolution, freeing analysts to focus on broader strategic goals.

## A complete penalty snapshot from Business Insightful Services with ADMnext

The organization turned to Capgemini, its trusted consulting partner, to help design and build a streamlined penalty management solution. Using Business Insightful Services with ADMnext, the Capgemini team devised an automated single-screen Penalties Dashboard on Power BI, which serves as the definitive source for logging, managing, processing, and analyzing penalties.

This dashboard boasts a number of key features, such as automated daily reminders and advanced filtering options, that help analysts gain insights and track penalties efficiently. In addition, with the Integrated Penalties app, analysts can update a wide array of information on penalties. It also enables the tracking and completion of missing penalty information for enhanced data accuracy. Finally, the solution's data export functionality fosters seamless collaboration and reporting.

## Getting more from data via Business Insightful Services with ADMnext

The successful deployment of the Penalties Dashboard enabled the company to gain heightened visibility and insights into penalty management. Enhanced automation reduced the need for human intervention and provided a centralized penalty logging and reporting system that would send an alert in the event of any penalties that were yet to be validated and approaching their due dates.

With the implementation of the new system, the company achieved significant benefits across multiple fronts. This included accurate penalty tracking, resulting in substantial cost reductions and notable enhancements to operational efficiency and employee satisfaction. Specifically, the Capgemini team delivered timely insights into penalties totaling millions of euros, ensuring validation and substantial savings. Additionally, the teams' efforts enhanced transparency in penalty reporting and validation, saving 4,000 business hours. The system also improved accuracy in penalty validation through real-time tracking and centralized information, leading to faster resolutions that enabled analysts to focus on broader strategic goals.

## Cheers to the future

The success of this solution has made Capgemini a highly favored partner for the company. Unsurprisingly, the organization is now looking to continue the partnership and expand the breadth of the Penalties Dashboard to other areas of its business.

## About Capgemini

Capgemini is a global business and technology transformation partner, helping organizations to accelerate their dual transition to a digital and sustainable world, while creating tangible impact for enterprises and society. It is a responsible and diverse group of 340,000 team members in more than 50 countries. With its strong over 55-year heritage, Capgemini is trusted by its clients to unlock the value of technology to address the entire breadth of their business needs. It delivers end-to-end services and solutions leveraging strengths from strategy and design to engineering, all fueled by its market leading capabilities in AI, cloud and data, combined with its deep industry expertise and partner ecosystem. The Group reported 2023 global revenues of €22.5 billion.

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