

Receivables management

Alsbridge Innovation Award winning project



Client

Leading UK-based utilities service provider

Business Case

The client was struggling with large amounts of outstanding unbilled accounts. The goal was to reduce the unbilled accounts by 30% in 6 months.

Scope

- › Entire unbilled process was transferred to EXL resources
- › Project length: six months

Approach

With a lack of standardization across key processes, it became apparent that the manual process was error prone and real-time tracking of efficiency metrics was not taking place.

EXL introduced their proprietary [Business EXLerator Framework™](#) across unbilled processes. This framework integrates operations management, technology and analytics.

Solution

The findings led to the development of a custom model that predicted the probability of resolving an unbilled account. This enabled resources to quickly identify and prioritize the accounts that were more likely to be resolved, which brought down the overall unbilled value.

Reduction in value of unbilled accounts **70%**

Improvement in work allocation **30%**

£1.2 million
Reduction in working capital

Zero
Manual reporting with automated performance management dashboards

EXL solution approach

This was part of a multi-pronged approach that was ultimately adopted to reduce unbilled value and volume.



The solution also included::

- › **Predictive model** to prioritize probability of clearance
- › **Work allocation** tool to route accounts with a low probability of clearance to appropriate subject matter experts
- › **Validation tool** to identify accounts being worked on by other functions/departments
- › **Performance dashboard** to eliminate manual reporting and deliver daily results to the appropriate parties

Award winning results

At the 2014 Alsbridge Innovation Awards, the EXL/client partnership on this project was selected as a winner in the following categories:

- › Best use of analytics
- › Best use of a new platform or application

About EXL

EXL (NASDAQ: EXLS) is a leading business process solutions company that looks deeper to drive business impact through integrated services and industry knowledge. EXL provides operations management, analytics and technology platforms to organizations in insurance, healthcare, banking and financial services, utilities, travel, and transportation and logistics, among others. We work as a strategic partner to help our clients streamline business operations, improve corporate finance, manage compliance, create new channels for growth and better adapt to change. Headquartered in New York and in business since 1999, EXL has 23,000 professionals in locations throughout the U.S., Europe and Asia.

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