

## Case Study – Capita

### Business Challenge

UK's leading outsource company operating across a wide variety of markets.

The finance department, required a complete audit of all its payables over the last four years and a permanent solution to prevent these occurring going forward.

The procurement department, required increased visibility of their spend across the group of companies to support opportunity identification and establish an ongoing enterprise wide monitoring and measurement mechanism.



### How RA Helped

Extracted four years of spend data across 51 companies

Cleansed, harmonised, integrated and categorised spend – created one data cube and loaded into RA.Pid®.

#### Finance:

- Analysed, identified and recovered all overpayments.
- Established root cause of errors
- Established suitable KPI's and benchmarking
- RA.Pid® to solve overpayment issues and monitor processes

#### Procurement:

- Enterprise wide spend intelligence through RA.Pid®
- RA.Pid® provides data for creation of Strategic Sourcing Plan

### Outcomes & Benefits

- Spend intelligence solution to support finance and procurement
- Recovered c.£1m of overpayments
- Procurement team created Strategic Sourcing Plan to accelerate their objectives
- Implemented a solution that will ensure savings stick and second wave savings can be quickly identified and captured
- Increased productivity in both AP and procurement departments
- Real time monitoring of KPI's
- Zero IT impact