

A utility worker wearing an orange hard hat and a high-visibility yellow and orange safety vest is shown in profile, pointing with his right hand at a control panel on a rack of equipment. He is holding a laptop in his left hand. The background shows a row of similar equipment racks in a brightly lit room.

**UTILITY GIANT REDEFINES ITS CX
BY REINVENTING BACK-OFFICE PROCESSES**

The background of the entire page is a photograph of an industrial facility at night, illuminated by various lights. In the foreground, a laptop is open, displaying a similar industrial scene. To the right of the laptop is a red mobile phone and a white hard hat. To the left, there are rolled-up blueprints or documents.

STARTEK DESIGNED AND DELIVERED A BACK-OFFICE ORGANIZATION, PROCESS MODEL THAT SUPPORTS F&A, PROCUREMENT FOR A LARGE UTILITY FIRM

CHALLENGE: Need for better alignment in back-office processes of 6 different entities

A leading utility company with near total national coverage needed to better align the complex back office processes of their six different legal entities—bringing them under a central F&A and procurement shared services design and implementation backbone. The solution was expected to integrate their corporate office, two distribution centers, two generation centers, and one general services center—providing faster services and a vastly improved customer experience.

SOLUTION: Smart execution followed strategy and vision workshops with CXOs

Startek's strategy and vision workshops with the CXOs of the six different legal entities involved, helped define the shared services objective and scope, and project outcomes. The team would go on to process analyses and design, and the setup, transition, and go-live of an integration that addressed: purchase order management; invoice receipt and approval; invoice processing; invoice payments; GL recon; vendor recon; contract lifecycle; and vendor and finance masters.

STUNNING RESULTS

Given the customer's operations on a national scale, it was critical that Startek got it right. The team successfully designed and delivered the back-office organization, structure, and process model that supports F&A and Procurement. The team also implemented e-invoicing; created standard process KPI and SLAs for internal customer organization; created Pilot SSC Operations; and supported in-program benefits.