

CAPITA | Customer solutions



Independent News & Media PLC

Independent News & Media case study

Independent News & Media PLC (INM) is Ireland's leading newspaper and media group. Employing circa 900 people, the company has a market leading position in print media and a strong and growing digital presence.

Capita Customer Solutions has provided a full spectrum of finance and accounting services to INM since 2004, encompassing Credit Management, Accounts Payable, Payroll and Financial Reporting across the multiple companies and titles that make up the INM group. We also provide multi-channel customer service to 7,500 Irish newsagents who deal with INM's distribution arm, Newsread, handling over 220,000 contacts received by phone, email and Webchat every year.

Our INM service operates with a blended on-shore / off-shore model. We deliver our customer care services from our Clonakilty site and back-office collections, finance and accounting from both our Irish and Polish offices. This flexible, single platform but dual-location approach enables us to generate significant annual cost savings for INM. Over the course of the last 12 years we have implemented multiple service and process enhancements. Some of the most notable include the establishment of a Tier 1 Purchase to Pay process with the implementation of a Paperless Accounts Payable process encompassing digital scanning, automatic processing to the general ledger, roll out of e-invoicing, email collectors & ICR/OCR technology and the introduction of an online invoice approval and retrieval system. We also completed electronic employee expense claims and payslips; automated Accounts Receivable management for prompt payments; and the early adoption of Webchat as a new customer communication channel. These changes

and others have led to significant improvements in key performance metrics such as call resolution rates, significant improvements in days sales outstanding (DSO) thereby releasing significant working capital back into the business, reduced bad debt and notable reductions in month end reporting timeframes as well as other associated reductions in operating costs.

The longevity of our relationship with INM reflects the quality of our service and our commitment to continuous improvement. The following testimonial from Stephen Harton, Group Financial Controller at INM is also testament to the excellence and agility of our delivery and the strength of our partnership with INM:

"A 'can do' attitude is consistently shown by [Capita Customer Solutions] staff with flexibility and an accommodating approach to unexpected or urgent requests".

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