



What we do for CDW



CDW operations at Genpact – an overview

OPEX



26.7% past dues \$0.67B

Genpact avg. for last 6 months (Nov-Apr). Lower than CDW's 37.03% and Overall 29.94%



\$336M unapplied cash

7% Improvement in the last 3 months from Go-Live



14k supplier invoices/month

excl. electronic invoicing (EDI)



99%+ supplier Invoice accuracy and timeliness



600+ Reconciliations, 1.2k+ journals/month



99%+ manual journal entry / 95% reconciliations accuracy



Customer/Supplier experience



77k+ / \$2.5B

customers and receivables managed by Genpact (73% of overall \$3.4B)



7k suppliers serviced

10% improvement in FinOps satisfaction index over 4 months



People



324+ Coworkers

34% diversity

32% internal fulfilment

80% retention rate

41% user penetration

67 BITs completion

85% Gen AI-trained



75% amber positive mood

58% finance graduates

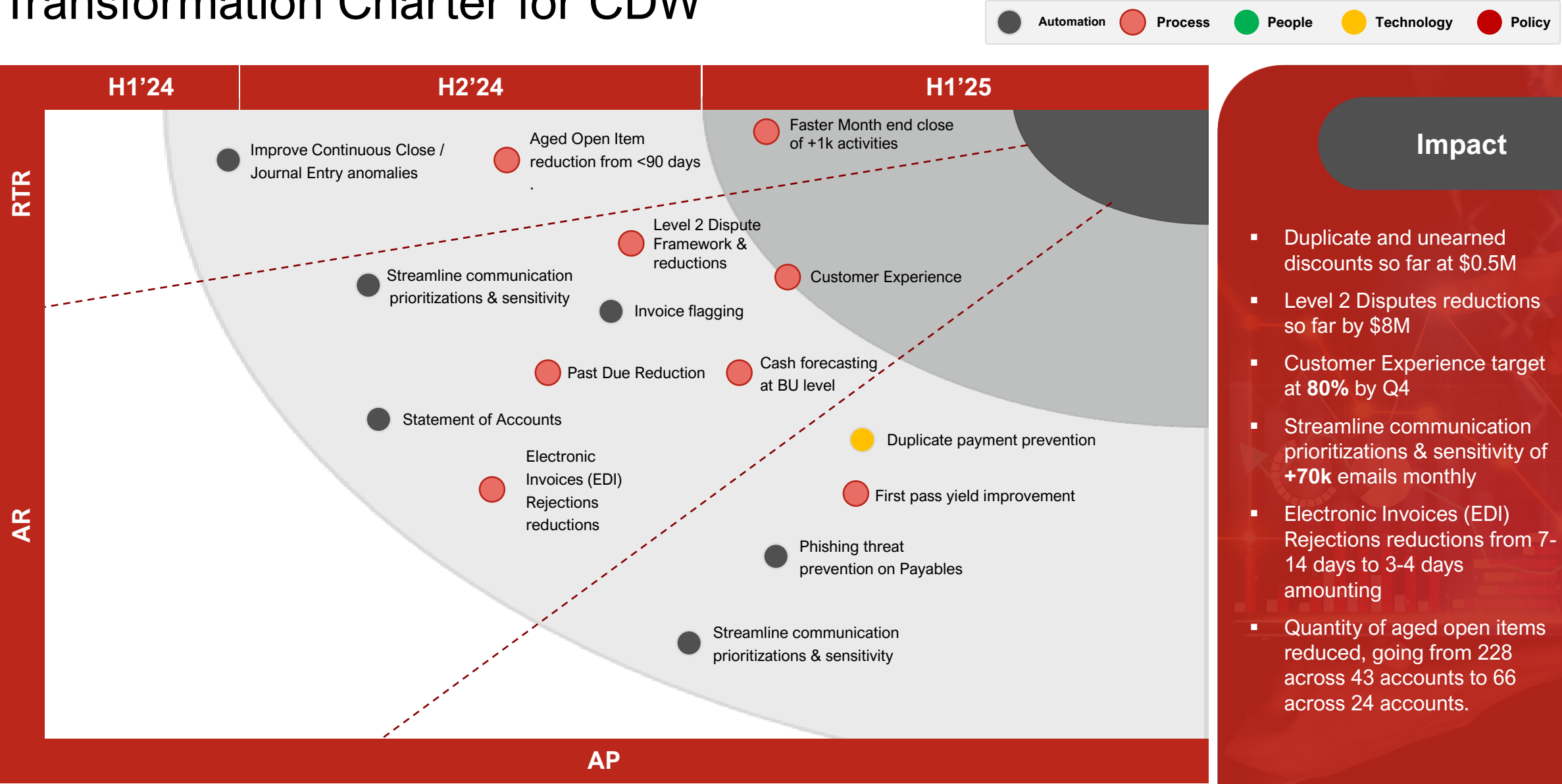
42% MBA/CA

Opportunities:

- Accounts Receivables operating model enhancement & adoption
- End-to-end ownership of issues and disputes
- Increase coverage in surveys to improve synergies
- Accelerate improvements opportunities
 - AR - policy framework
 - AP - discount capture
 - RTR - Value stream mapping for speed, quality, predictability
 - Data and Insights

Legend: AR: Accounts Receivables | AP: Accounts Payables | RTR: Record to Report

Transformation Charter for CDW



Impact

- Duplicate and unearned discounts so far at \$0.5M
- Level 2 Disputes reductions so far by \$8M
- Customer Experience target at **80%** by Q4
- Streamline communication prioritizations & sensitivity of **+70k** emails monthly
- Electronic Invoices (EDI) Rejections reductions from 7-14 days to 3-4 days amounting
- Quantity of aged open items reduced, going from 228 across 43 accounts to 66 across 24 accounts.

Insights driven Predictable Operations

Quality and Speed to Outcome