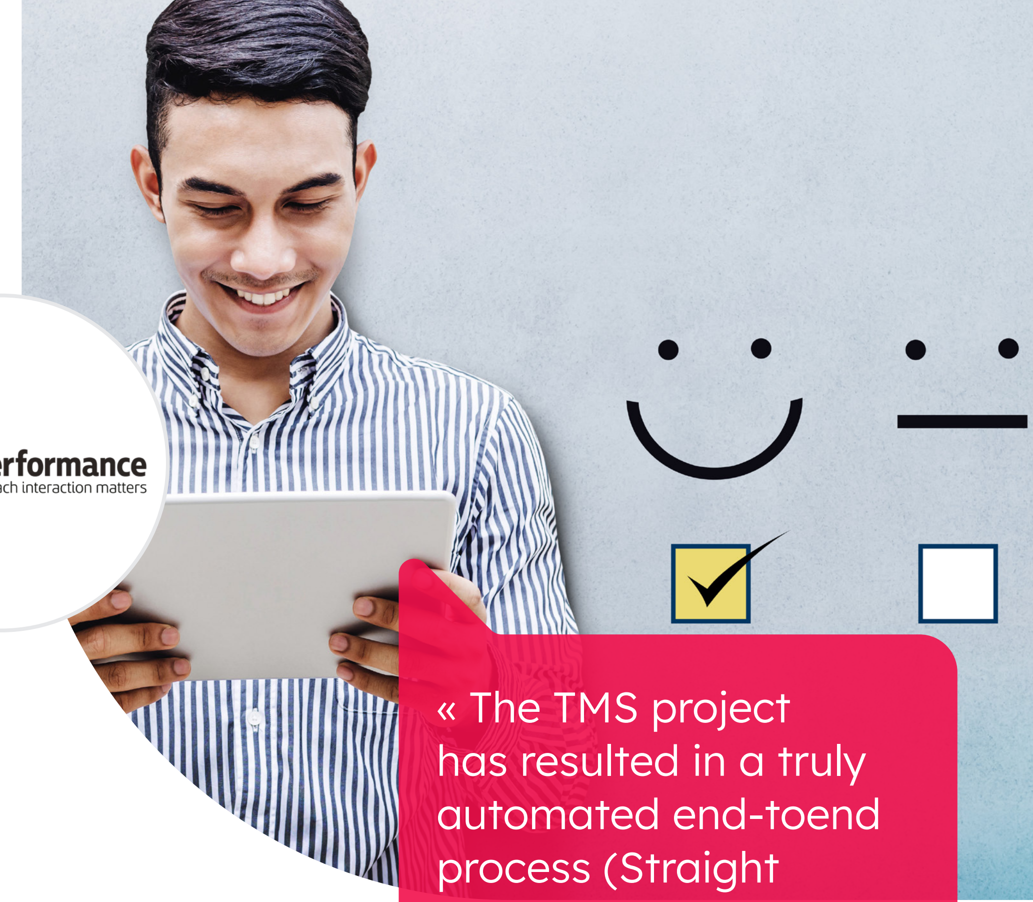
Diapason



Teleperformance
each interaction matters

« The TMS project has resulted in a truly automated end-toend process (Straight Through Processing) orchestrated by Diapason. »

Thierry Revah - Head of Finance and Treasury Teleperformance

CASE STUDY

# Teleperformance boosts its treasury management with Diapason!

### Teleperformance treasury

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|---|---|---|
| A Cash-Pool scope covering **20 counties** and more than **10 currencies** | **62 %** of the Group's **annual revenues** are centralized (€4,180 million). | **€1,6bn of gross debt** and around **€800 of underlying amounts** from exchange operations are managed |

## Background & issues of the TMS project

Teleperformance is the world leader in omnichannel outsourced customer experience management, serving businesses and governments around the globe. The company has 171,000 computer workstations and nearly 223,000 employees in 350 locations in 76 countries serving 160 markets. It manages programs in 265 languages and dialects on behalf of major international corporates operating in multiple industries.

To support its growth, Teleperformance wanted to replace the company's treasury management tool, whose functionalities no longer met the group's challenges in terms of flexibility and integration. «The treasury management software we had was installed ten years ago and its license was about to expire. Financially, the investment was amortized and the software had a number of drawbacks in its daily use. It was therefore an opportunity to look for a solution that would allow us to better focus on our business, centralize liquidity, manage foreign exchange risk and debt,» said Thierry Revah, Head of Finance and Treasury at Teleperformance.

## Reliability & flexibility, the choice Diapason

The evaluation of the Diapason solution was decisive in the choice of Teleperformance. Diapason was chosen for its perfect functional fit, its flexibility, its ease of handling and the flexibility offered by its reporting tools. It was essential for Teleperformance to find a tool that could adapt to the organization rather than having to adapt the organization to the constraints of a tool.

« *Among the selection criteria, we wanted above all to look for an integrated tool that is easy to handle for us and our subsidiaries. In addition, the flexibility of the tool, particularly in the implementation of reporting, was particularly important to us.* » says Thierry Revah.

« The project has resulted in a real end-to-end automated process (Straight Through Processing) centralized by Diapason. »

Thierry Revah – Head of Finance and Treasury Teleperformance

## More than just a technological response

In order to go beyond the sole technological response, Diapason teams have been mobilized to accompany Teleperformance in the new organization of its Finance & Treasury function by rethinking the entire «Straight Throught Processing» in order to automate all low added-value tasks centrally. In order to go beyond the sole technological response, Diapason teams have been mobilized to accompany Teleperformance in the new organization of its Finance & Treasury function by rethinking the entire « Straight Throught Processing » in order to automate all low added-value tasks centrally.

Thanks to this new process, the Teleperformance team, which consists of only four people at the central office, has been able to immediately refocus on its core business by relying on a robust and efficient integrated treasury information system. « The existence of a team of consultants at the editor to support us over the long term was also a major criterion » adds Thierry Revah.

## A record implementation time

The integration of the Diapason solution took place in two major stages:

- The first step consisted in setting up all the functionalities and reports required to meet the day-to-day business needs: liquidity management, cash pools, debt management and risk hedging (exchange, interest rates) and all associated reporting statements. The relationship with the subsidiaries was also at the heart of the project from the start, with the establishment of a workflow for centralizing cash forecasts. This stage was performed with a particularly tight deadline, since the existing system license expired just over three months after the launch of the project. It was therefore compulsory that the Diapason solution be operational after this time.
- The second step was dedicated to improving workflow processes with the establishment of a fully automated communication between FXall and Diapason to allow the front office to see its performed “run-of-the-river” transactions. This automation was complemented by the implementation of a standard interface with the same editor’s trade confirmation platform to replace SWIFT Accord (Former SWIFT reconciliation engine), which was no longer maintained by its vendor.

## Key success factors

- **Agility.** A project management in line with the practices of Teleperformance to meet the strong constraints of plannin.
- **Briefing.** The good definition of the needs upstream allowed to provide a very clear file to the team of consultants in charge of the implementation.
- **Commitment.** A treasury team involved and ready to lead the change.

## Immediate benefits

### TIME SAVING

With the brief implementation of the Diapason solution, all objectives have been achieved: the tool meets the needs of the treasury and allows to project on the years to come.

### 360° OVERVIEW

The project was part of a comprehensive review on the organization of the Treasury function at Teleperformance. The teams now have a much better visibility of all cash flows and a better control of the new tool, especially because it does not require any additional skills. It is a relatively recently formed team that facilitates the function, and having a modern and efficient solution contributes to the continuity of the function and the involvement of the teams.

### TEAM COHESION.

The success of the project was a real strategic challenge for the Treasury. « *The strong commitment of the treasury team and all parties involved in the project implementation was also decisive,* » concludes Thierry Revah.