

METRO PACIFIC INVESTMENTS CORPORATION **K2 CASE STUDY**



METRO PACIFIC
INVESTMENTS
CORPORATION
USES K2 TO
STREAMLINE
CRITICAL
BUSINESS
PROCESSES

LOCATION Philippines

INDUSTRY Financial Services

COMPANY PROFILE The leading Philippine infrastructure investment firm, Metro Pacific Investments Corporation (MPIC) manages extensive projects on water, power, toll roads, and healthcare.

SOLUTIONS Expense/Reimbursement requests
Contract management
Legal management and auditing

SOFTWARE K2 blackpearl, Microsoft Windows Server 2008 R2, Microsoft SQL Server 2008 R2, Microsoft SharePoint 2010, Microsoft InfoPath 2010

BENEFITS Reimbursement process cut from 1-2 weeks to 3-5 days
Increase control and assurance for contracts management
Eliminate paper routing and approval
Real-time application tracking capabilities



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PROBLEM

An infrastructure investment holding company with extensive projects on water, power, toll roads and healthcare services, process efficiency and compliance are of utmost importance to Metro Pacific Investments Corporation (MPIC). However, the company's reimbursement and expense management processes were paper-based, manually completed, labour-intensive and impeding finance and accounting operations. There were even occasions of misplaced or duplicate applications, leading to slow turnaround time.

Due to the stringent requirements of 3rd party audit firms, MPIC was also in need of a solution that enables instant review and retrieval of contracts. Newly signed contracts did not have a proper workflow for Legal department's review and retrieving these contracts for update or audit purposes were a chore.

Said Edison R. Mateo, IT Manager, MPIC: "The amount of time required to manually route our reimbursement and expense applications is just too high and erroneous. We needed a solution that sets appropriate controls to solve this matter".

SOLUTION

K2 has enabled MPIC to streamline the management of two critical processes - Expense/ Reimbursement and Contract Management. The system automatically routes forms and applications to the appropriate approvers based on Cost Centre, providing MPIC staff visibility and tracking, notifications and escalations.

For expense/reimbursement requests, any MPIC staff member is now able to submit company-related expenses and reimbursements to Finance and Accounting for approval, which were previously done manually through paper, slowing the process and adding to the company clutter. Requests are now managed and approved using a queue number system regardless of company hierarchy to ensure impartiality. The use of K2's escalation rule enables the expense and reimbursement requests to be tracked with automatic reminders to ensure SLAs are met.

"The results, after implementing K2, have been exceptional," says Edison. "We have managed to reduce turnaround time of our expense/ reimbursement process from the usual 1 - 2 weeks, down to 3 - 5 days. This was primarily due to the elimination of manual routing, ease of access to the system and proper tracking of every workflow application in K2".

Elimination of paper-based processes also meant that applications are hardly duplicated or redundant. Should there be rare instances of duplicate applications, K2 solution ensures that these can be recalled with appropriate notifications to the staff tasked with that particular approval.

Additionally, a portal was set up to manage both newly signed and old contracts. K2 workflow was developed for Legal Department to review contracts thoroughly before releasing them into the portal, thereby securing control and assurance. It also provides immediate access to contracts that were difficult and time-consuming to obtain in the past, further providing compliance regulated by audit firms.

"We had implemented SharePoint 2010, and having a solution that is able to integrate with SharePoint was critical," said Edison. "This is evident in our Contracts Management process, where the K2 workflow routes contracts to our Legal Department for review and approval before seamlessly releasing them into our SharePoint portal."

Having a solution that integrates seamlessly with Microsoft SharePoint and InfoPath also allows an all-in-one system for MPIC to render forms that are tied to K2 workflows, making it accessible to all MPIC staff wherever they are, as long as Internet access is available.

Moving forward, plans are already put in place to develop more K2 business application projects - including an employee leave application system. As a SAP user, MPIC is also exploring the possibility of connecting K2 applications to SAP (in addition to SharePoint) for greater efficiency and collaboration.