



# CREATING AN ANYTIME / ANYWHERE EXPERIENCE – LIVE ENTERPRISE FOR A MULTINATIONAL MANUFACTURING COMPANY

## Abstract

A multinational manufacturing giant was facing the challenge of resolving a massive number of user queries while managing them through over 100 mailboxes. It partnered with Infosys BPM to develop a solution that provided an anytime / anywhere experience, while delivering significant benefits.



The client is a multinational giant with presence across 35 countries; it is among the largest manufacturing corporations in the world, and works with 50,000 suppliers across 120 locations globally.

## Complex web of user queries

The client has a vast spread of operations across the globe, with vendors and customers situated worldwide. With this, the client had an imperative to manage 110 mailboxes in order to address queries for various processes and regions. They received on an average, 20,000 service

requests (tickets) per month, which were randomly assigned to resolving teams. Also, they did not have a clear visibility on concierge performance and ticket resolution statistics. These led to a high turn around time (TAT) in resolving the tickets, while also reducing productivity.

The client thus needed to move away from multiple mailboxes and have a solution that could be accessed from anytime, anywhere.





---

## Anytime / anywhere experience

For organizations on the digital transformation journey, agility is key in responding to a rapidly changing technology and business landscape. Now more than ever, it is crucial to deliver and exceed on organizational expectations with a robust digital mindset backed by innovation. Enabling businesses to sense, learn, respond, and evolve like a living organism, will be imperative for business excellence going forward. A comprehensive, yet modular suite of services is doing exactly that. Equipping organizations with intuitive decision-making automatically at scale, actionable insights based on real-time solutions, anytime/ anywhere experience, and in-depth data visibility across functions leading to hyper-productivity, Live Enterprise is building connected organizations that are innovating collaboratively for the future.

---

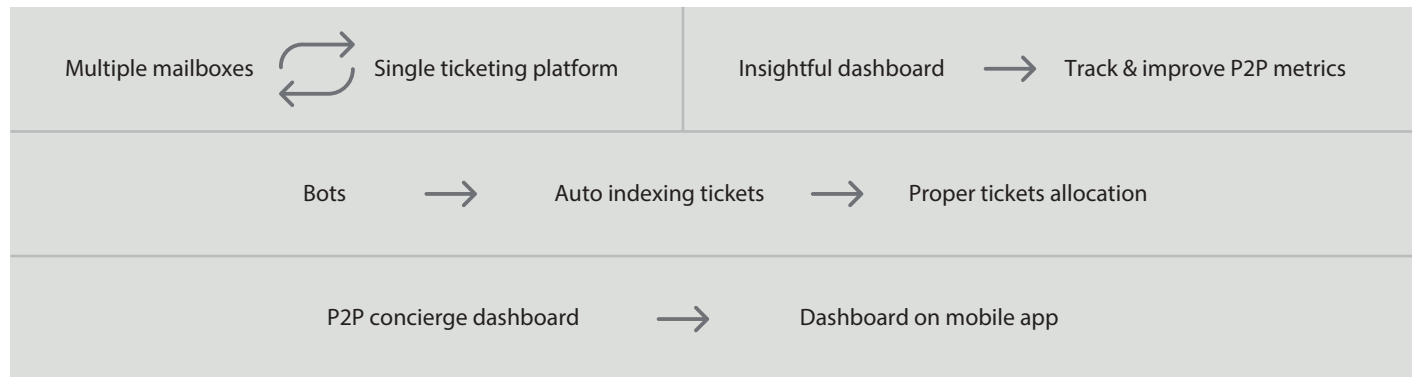


## Building a robust ecosystem

The Infosys BPM, with its team of deep domain experts, leveraged a robust ticketing management system to replace the mailboxes with a single ticketing platform. They also introduced a bot for auto indexing and allocating incident

tickets raised by the users to relevant resolver teams, which helped with accurate allocation. The team then developed an insightful dashboard to track and improve key procure-to-pay (P2P) concierge metrics. To make it even more convenient

and impactful, the team made the dashboard available to the users through a mobile app, providing them with insights on their fingertips.



Infosys BPM's Live Enterprise-centric approach enabled the client with a solution, that could be accessed from anytime / anywhere.

## A dynamic one-stop shop

The Infosys BPM solution provided the client with data-driven insights at their fingertips, that helped them resolve queries through a mobile app. It further enabled the client to:

- Automate indexing and allocation of over 85% tickets

- Enhance efficiency by more than 10%
- Reduce the TAT by over 95%
- Enhance the CSAT score to 90%
- View the insights on mobiles and tablets, for more than 30 users and 300 views

And thus, Infosys BPM enabled live data at the client's fingertips, providing an anytime / anywhere experience with pertinent insights.



For more information, contact [infosysbpm@infosys.com](mailto:infosysbpm@infosys.com)



© 2021 Infosys Limited, Bengaluru, India. All Rights Reserved. Infosys believes the information in this document is accurate as of its publication date; such information is subject to change without notice. Infosys acknowledges the proprietary rights of other companies to the trademarks, product names and such other intellectual property rights mentioned in this document. Except as expressly permitted, neither this documentation nor any part of it may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, printing, photocopying, recording or otherwise, without the prior permission of Infosys Limited and/ or any named intellectual property rights holders under this document.

[Infosysbpm.com](https://infosysbpm.com)

Stay Connected

