Data-Driven Order Management to improve customer service levels and save costs

For a leading global consumer packaged goods (CPG) company

Challenges

Client's order management teams spent considerable time and effort in extracting data from transaction ERP systems and transforming them into KPI reports and faced the following challenges:

- Non-standardized KPIs hampered their initiatives
- Opportunity cost of delayed deliveries
- Inaccurate reports resulted in lost sales and reduced service levels
- Cost pressure due to time spent in reporting

Centralization of order management reporting yielded the following:

- Standardized the KPIs, making them comparable across markets enabling the leadership to make informed decisions
- Made several operational reports available to the teams before the start of business hours
- Freed up substantial time of order management personnel, helping improve customer service levels

Solution

The Infosys BPM team, in partnership with the client team, performed the following:

- Conducted a study to identify activities that could be transitioned from the order management teams to a central reporting team
- Defined SLAs against each report such as run time, publish time, and frequency to meet the business requirement
- Created a detailed documentation of the step-by-step process to generate the report followed
- Standardized reports on some KPIs across markets
- Automated each report generation to eliminate manual dependency followed testing and go-live
- Central reporting team ensured high service levels by exploiting its expertise in data transformation and automation
- Ensured the right support to the market teams with minimal staffing across time zones

$250,000
Savings delivered

50%
FTEs reduced

99.98%
Accuracy and timeliness of reports