

# 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