

THE POTENTIAL IN THE EXPONENTIAL

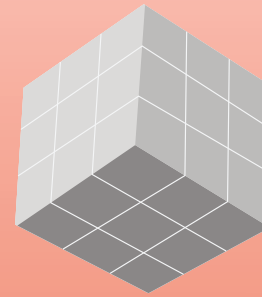
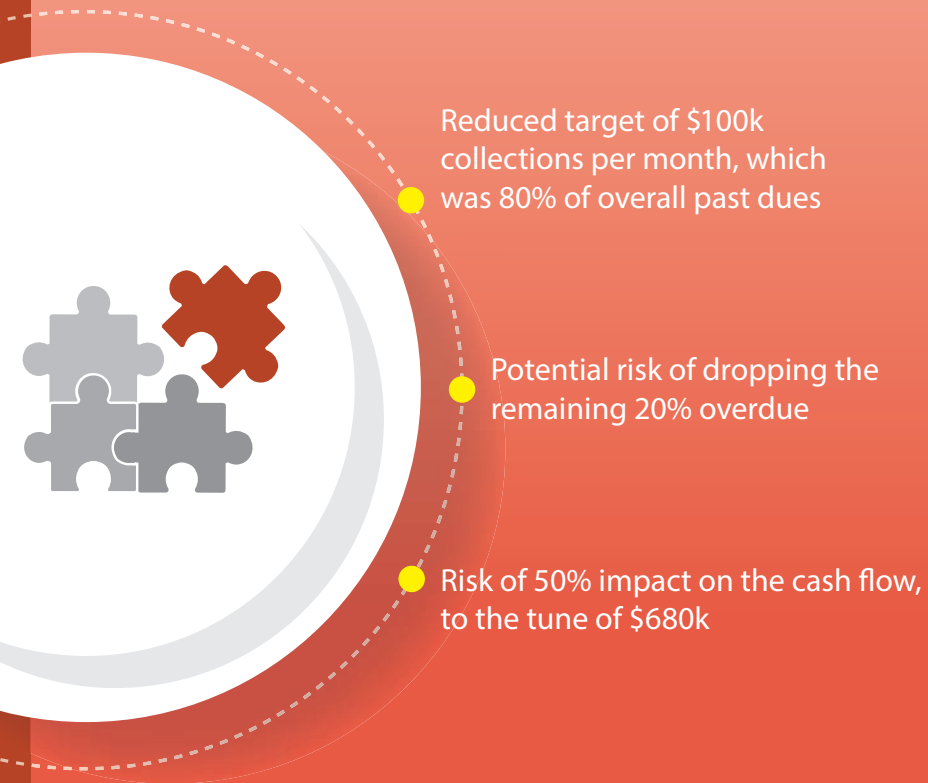
Accelerating efficiency to catapult the upfront collections, thereby overachieving the goal to ~150%.

The client is an American communications service provider, offering smarter connectivity choice for consumers, business, and wholesale customers.



CHALLENGES

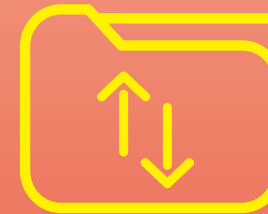
The client, with a wide reach in communications and connectivity to its consumers, faced the following challenges due to the pandemic:



SOLUTIONS

Infosys BPM evaluated the client's challenges and took the following approach:

- ▶ Ideated the project approach by creating upstream and downstream processes
- ▶ Deployed process improvements through metric linkage, current state, insights, and best practices
- ▶ Implemented end-to-end process improvements by means of collection, cashflow, and customer satisfaction
- ▶ Reinforced product knowledge through basic customer service skills particularly with billing related issues
- ▶ Reviewed and revisited reporting, tracking, and follow through
- ▶ Conducted monthly reviews



BENEFITS

Infosys BPM helped the client to:



- ▶ Over exceed the 80% target on upfront collections
- ▶ Improve upfront revenue collection
- ▶ Enhance agent skills
- ▶ Achieve operational stability



\$570k
Additional collections



~150%
Overall goal attained

For more information, contact infosysbpm@infosys.com

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