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

- Reduced target of $100k collections per month, which was 80% of overall past dues
- Potential risk of dropping the remaining 20% overdue
- Risk of 50% impact on the cash flow, to the tune of $680k

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

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