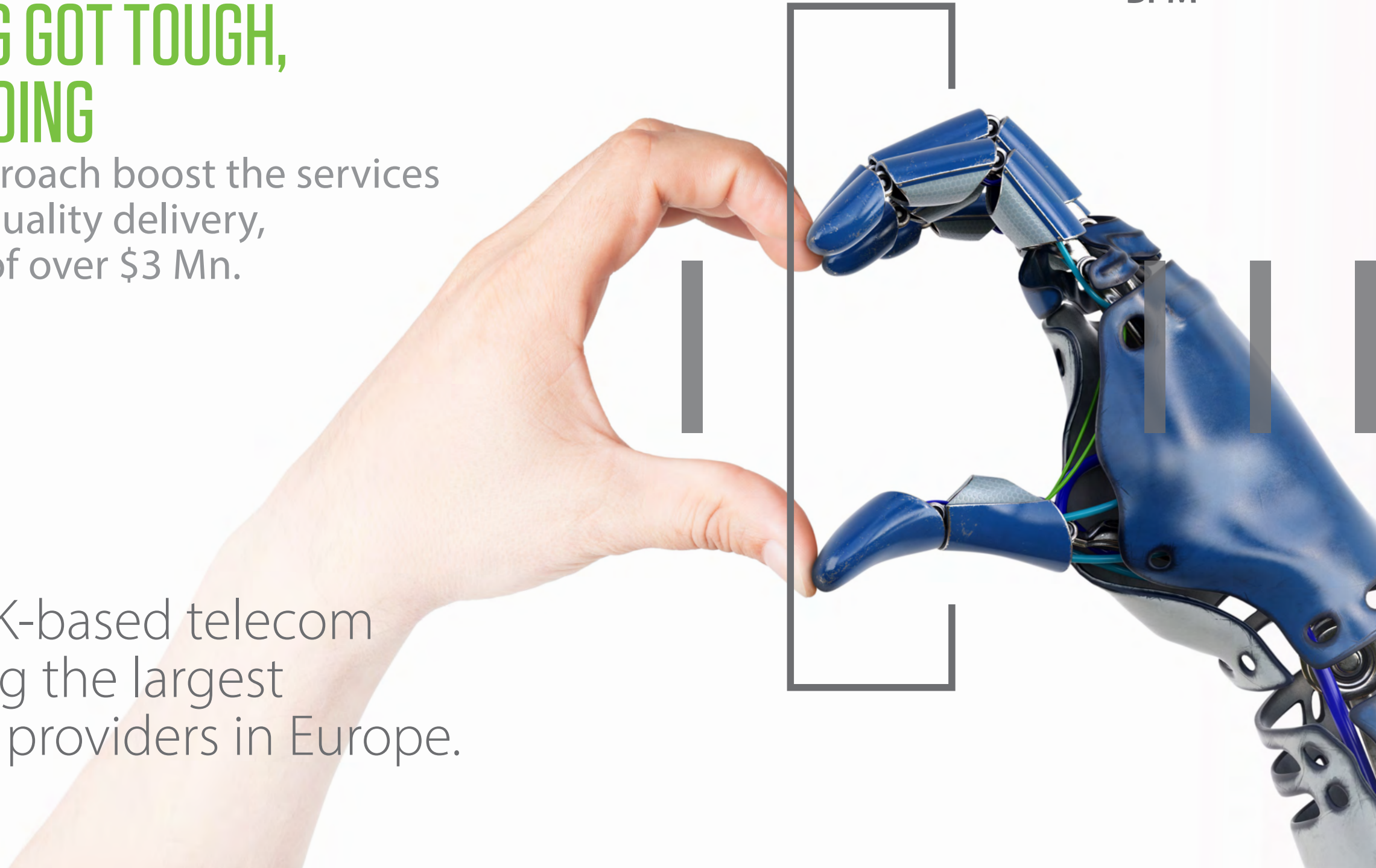


WHEN THE GOING GOT TOUGH, THE BOTS GOT GOING

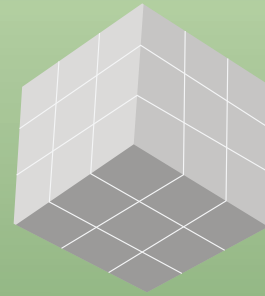
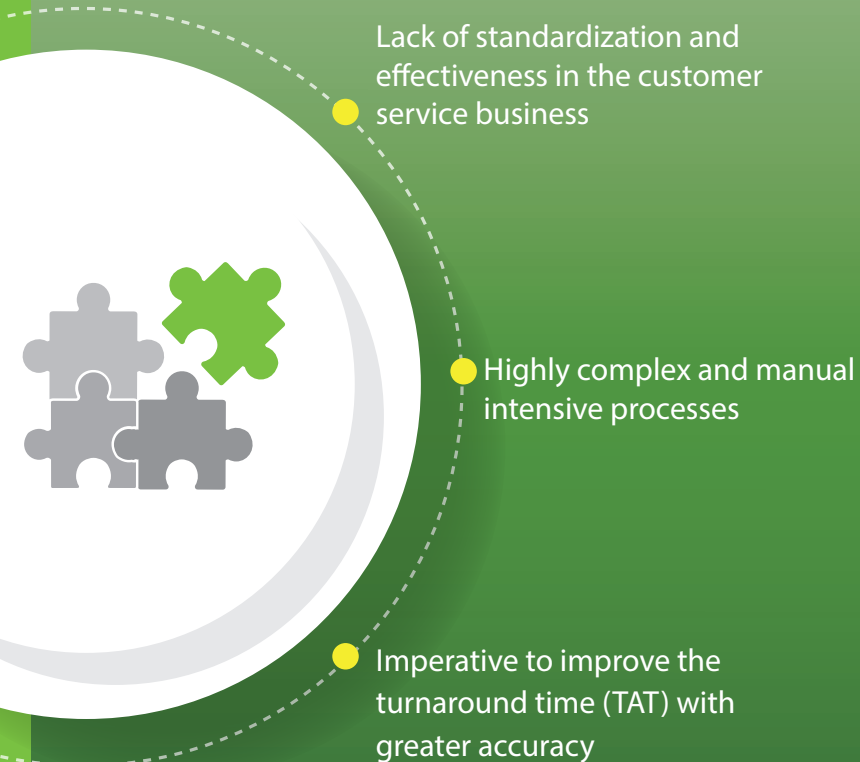
How an RPA-led approach boost the services with on-time, high quality delivery, leading to benefits of over \$3 Mn.

The client is a UK-based telecom giant and among the largest telecom service providers in Europe.



CHALLENGES

The client faced the following challenges in enhancing the customer satisfaction:



SOLUTIONS

Infosys BPM identified the client's key problem areas with due diligence, and carved out multiple automation opportunities for their processes.

The Infosys BPM team took the following approach:

- ▶ **Bots:** Deployed over 40 market leading RPA bots across the client's customer service processes, and automated 66 use cases
- ▶ **Process harmonization:** Standardized the processes to leverage higher benefits from automation
- ▶ **Reusable and modular code:** Built small modules which could be used for different processes across multiple lines of business for a rapid development
- ▶ **Error handling:** Set up a framework for exceptions/errors
- ▶ **Capacity planning and bot scalability:** One bot could be used to run any process based on its availability, further helping with cost savings

BENEFITS

Infosys BPM's value re-engineering and automation efforts enabled the client with the following:



- ▶ Optimize 70 FTEs' effort and enhance the process accuracy with reduced manual effort
- ▶ Completely automate 23% use cases with no manual intervention
- ▶ Handle the seasonal spike with the scalable bots
- ▶ No loss of productivity with platform uptime of 100%

-  **\$3 Mn+**
Benefits over 3 years
-  **24%**
Productivity improvement
-  **40%**
Reduction in TAT
-  **20%**
Increase in efficiency

For more information, contact infosysbpm@infosys.com

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