

HOLDING IT TOGETHER FOR SALES AND MARKETING!

Automation deployment leading
to major savings.


The client is a leading
retailer of office supplies,
machines, and allied business services.

Infosys[®]
BPM



CHALLENGES

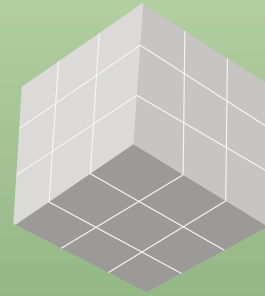
The client faced myriad challenges including high MTTR (Mean time to resolution) MTTR is a customer service metric measuring the average amount of time between when a customer interaction is created and when that interaction is marked as 'resolved':



Duplicate, complex, voluminous, and non-standardised reports

Voluminous data residing in silos

Associated extraction, transformation, and loading (ETL) activities, which were time consuming, manual, and error prone



SOLUTIONS

IBPM undertook a comprehensive overhaul of the reporting function that included:

- ▶ Implemented a virtual reporting factory to standardise reports
- ▶ Hosted a workshop for the employees to showcase the benefits of process standardisation and automation
- ▶ Published dashboards to remove report redundancy
- ▶ Implemented automation to reduce MTTR, remove manual tasks in the workflow, and optimise ETL activities

BENEFITS

With the IBPM approach, we delivered the following benefits for the client



- ▶ Reduced sales reporting MTTR drastically by automating 90% of the report
- ▶ Replaced over 500 reports with dynamic dashboards and eliminated silos to deliver timely business insights



99.2%
Quality compliance



99.4%
Timely delivery



45%
Report volumes automated

For more information, contact infosysbpm@infosys.com

© 2020 Infosys Limited, Bengaluru, India. All Rights Reserved. Infosys believes the information in this document is accurate as of its publication date; such information is subject to change without notice. Infosys acknowledges the proprietary rights of other companies to the trademarks, product names and such other intellectual property rights mentioned in this document. Except as expressly permitted, neither this documentation nor any part of it may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, printing, photocopying, recording or otherwise, without the prior permission of Infosys Limited and/ or any named intellectual property rights holders under this document.

Infosysbpm.com

Stay Connected   

Infosys
BPM