

WHO'S KEEPING SCORE? TURNS OUT, WE ARE!

Transforming PIDs ops downstream and fixing IT upstream to improve productivity and reduce backlogs.

The client is a US multinational that develops, manufactures, and sells networking hardware, software, telecommunications equipment, and other high-tech services and products.

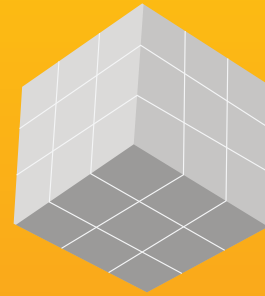
CHALLENGES

The client faced myriad post invoice dispute (PID) issues, some of which were:



Complex PID process prone to unreliable customer resolution cycle time leading to lots of firefighting in the PID service category

A huge volume of PID backlog cases, high numbers of ageing cases, escalations, re-routes, and re-opened cases impacting the Net Satisfaction Score (NSS)



SOLUTIONS

The IBPM solution encompassed:

- ▶ **The PID Ops Control Tower application:**
This case inflow forecasting solution transformed the downstream PID Ops floor. The application monitors agent performance, improves key business metrics, and drives ops floor productivity
- ▶ Recommendations for IT fixes: NLP-based text analytics solutions derives top reasons from unstructured case data to eliminate case volume at its genesis by possible IT fixes

BENEFITS

Insights from the case inflow forecasting solution were acted upon intensively via daily review meetings and governance calls:



- ▶ Case backlogs were reduced
- ▶ PID inflows were reduced via one-time system fixes
- ▶ Case closures were driven in collaboration with the Ops team



38%
Increased agent productivity



50%
Reduction in case backlogs



25%
Reduction in PID inflows

For more information, contact infosysbpm@infosys.com

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