

SPEED DIALING TO CASH IN ON THE CHIPS

Collaboration and alignment with goals to drive enhanced business value worth \$27 Mn.

The client is a US-based wireless voice and data services provider, and a telecommunications giant.



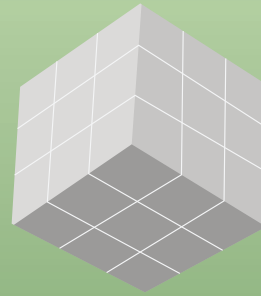
CHALLENGES

The client faced the following major challenges:

Lack of streamlined and concentrated driving of improvement projects

High attrition rate leading to lack of in-dept process knowledge to drive improvement and innovation

Imperative for agile and scalable operations to ensure industry leading growth



SOLUTIONS

The Infosys BPM team followed the below approach to help with the client's growth:

- ▶ Designed a systematic program to identify and drive improvement projects
- ▶ Took measures to reduce service level agreements for 60 sub-processes to enhance customer experience
- ▶ Identified various automation projects to drive efficiency
- ▶ Enabled to drive various people-centric engagement initiatives together with the client, that further helped enhance the employee satisfaction
- ▶ Enabled closing major Lean Six Sigma projects
 - Tax exempt compliance project
 - Duplicate payment preventions
 - Refund reduction

BENEFITS

Infosys BPM helped the client with the below:

- ▶ Enabled on time, error-free, and accurate processing of requests
- ▶ Reduced the average SLAs by ~30%
- ▶ Eliminated the risks of duplicate payments
- ▶ Achieved the goal of 100% compliance



\$27 Mn
Business value delivered



20%
Reduction in operational costs




16%
Reduced employee attrition



For more information, contact infosysbpm@infosys.com

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