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.

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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
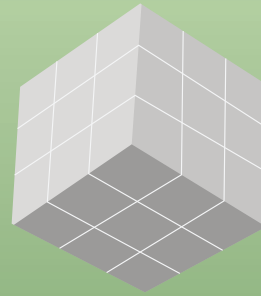
SOLUTIONS

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

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