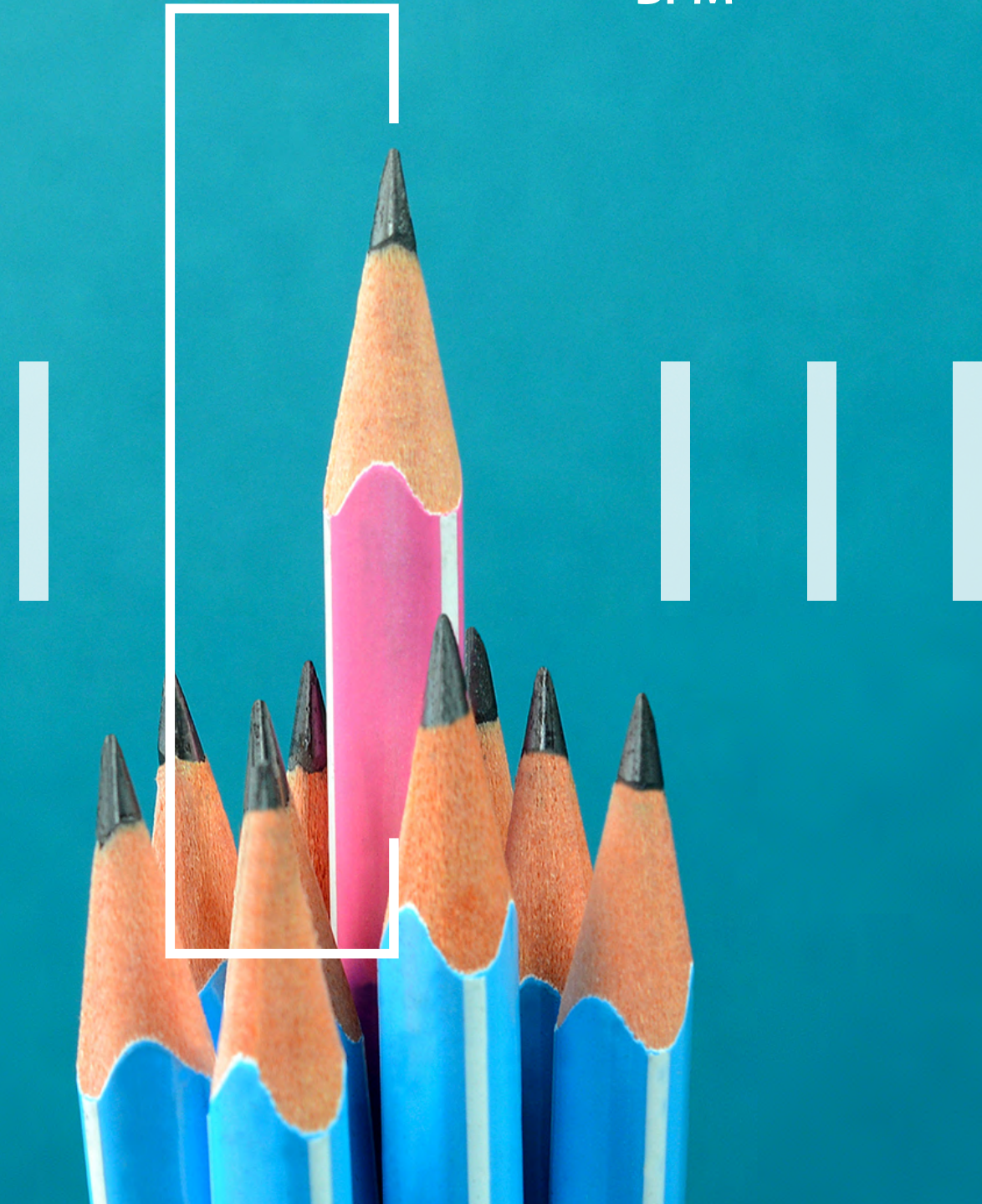


STUCK IN A LOGJAM? DATA-ANALYZE YOUR WAY OUT OF IT!

Cutting away backlogs with process improvements and robust governance to deliver value worth \$105 million, using the concept of 'OneOffice'.

The client is a US-based global technology conglomerate.



CHALLENGES

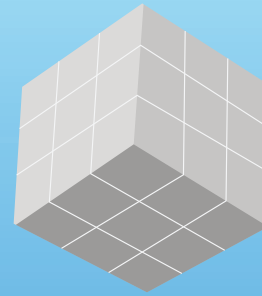
The client faced the following challenges due to backlogged orders and the existing service booking process:

Service orders not invoiced due to process gaps, technical issues, and user issues

Service order backlog to the tune of \$3.5 Bn

Lack of visibility to backlogged orders

Lack of process governance and holds management leading to revenue losses



SOLUTIONS

The Infosys BPM team partnered with the client to clear the backlogged orders that were without invoices and fix the issues to ensure timely invoice and revenue recognition.

The team followed the below approach:

- ▶ Data analysis leveraged to delve deeper into huge disparate data sets to identify the underlying reasons behind the orders on hold
- ▶ Revenue realization fast-tracked by manually releasing holds that were stuck for over 90 days
- ▶ Invoice issue resolved through cross-functional collaboration with multiple teams, that helped:
 - Provide data insights
 - Recommend agents to take ownerships of tasks
 - Create visibility through impact analysis
- ▶ Together worked with the front- and back-office teams, creating a 'OneOffice' environment to establish governance:
 - Collaborated with the IT teams, policy owners, global process owners, and operations teams to create a streamlined process
 - Conducted weekly review to analyze the progress



BENEFITS

Infosys BPM helped the client to:

- ▶ Establish process governance for backlogs as well as for service orders
- ▶ Timely resolve and reduce backlogs for orders stuck in the system using automation
- ▶ Fix processes and user issues
- ▶ Eliminate dependencies on aged data and provide 3600 visibility with services backlog dashboard



\$105 Mn
Value delivered



\$1.67 Bn
Order backlogs cleared






55 Days
Reduced time to resolve issues, from 251 days



For more information, contact infosysbpm@infosys.com

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