

'YOU COMPLETE ME' SAID ONE CIRCUIT TO ANOTHER

Plugging holes in circuit inventory
and disconnecting erroneous ones
to help our client save big.

A leading enterprise telecom
services provider in Europe.

CHALLENGES

The client's multi-geography operations and disparate systems resulted in:

Data inconsistency and missing/invalid global circuit inventory information

Billing mechanism inconsistency

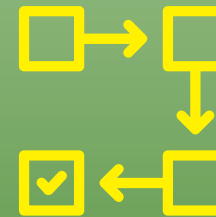
Revenue leakage and pricing accuracy issues

SOLUTIONS

Infosys BPM focused on building capabilities and investing in value-creating activities to help the client optimize costs.

PROCESS TRANSFORMATION

- ▶ Established a series of Six Sigma projects to drive process transformation and operational efficiency
- ▶ Instituted an analytics-driven 'Gross Margin Optimization Program'
- ▶ Designed an access pricing index to understand pricing trends



PLATFORM CREATION

- ▶ Built an ideal platform (currently being used by the client across its global operations) to manage the client's circuit inventory information



TOOL CREATION

- ▶ Developed an Access Gross Margin tool to accelerate processes and refine business rules to increase accuracy of information



BENEFITS

Infosys BPM initiated a series of Six Sigma projects to drive process transformation and operational efficiency.



- ▶ Enhanced circuit inventory accuracy from 68% to 99%
- ▶ Disconnected erroneous circuits to the tune of over \$20M
- ▶ Recovered disputed charges over \$13M
- ▶ Facilitated savings of \$12M through expedited and competitive quotes



\$100M
Cost Savings



99%
Financial compliance with partners



99%
Circuit inventory accuracy

For more information, contact infosysbpm@infosys.com

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