

Business as Usual (and Beyond) in Unusual Times

How Infosys BPM ensured timely submission of loan applications for approval to enable a successful participation in Paycheck Protection program for its client, a US-based financial group, amidst the unprecedented times



Achievements

100% Quality 1700+ Hours Additional Support

~0 Impact on Business **\$589M Worth Loans Processed** 2 Business Lines

Timely Completion BAU Enablement

Challenges

~20k Loan Applications ~8.8k Loans Processed

Multiple Job Aid Changes Lockdowns Infrastructure & Connectivity

Time-Bound Program **COVID-19 Outbreak** Economy Under Stress

Access Provisioning 15 Hours/person/Day for Small Business Administration (SBA) ~2000 Applications in the first batch

Infosys BPM Approach

60+ resource identified from work from home community

Remote trainings, and a 'Train the trainer' model to enable Team Leads to work as SMEs

Easy adaptability to situations ensured by carrying the team along

Seamless support ensured to the client by addressing employee concerns concurrently

Loan onboarding with quality check completed before submission

Personal infrastructure leveraged without any additional support

New BAU model to support 2 different services at a day, as per TAT requirements



2
Days to
enable BAU

1713
Additional
Hours

63
Resources from
WFH group



"I'm impressed that the teams especially the 63 colleagues who got loaned to the PPP program can keep up with the BAU SLAs while working to support the PPP Volume. Especially several of them have to work extended hours. Please let them know that the work they do mean a lot to our customers."

The Infosys team has been unbelievable. - Amazing partner. They delivered all of my requests with short notice and have been so flexible with our changing plans."

- Client SVP