

HAVE YOU SWIPED THE CREDIT CARD YET?

Improving client experience and reengineering processes for better ROI.

A leading US retail bank with \$180 billion in assets wanted to reduce costs in the card investigation process.

CHALLENGES



Infosys BPM was focused on resolving the following key areas for the client:

- Reducing false claims on cards
- Improving end-client experience along with REG E accuracy
- Enhancing employee efficiency
- Reducing operational costs

SOLUTIONS



We targeted the following key areas to ease the client's pain points:

- Implementing Gemba walk, which refers to shadowing and capturing all the steps involved in closing a transaction
- Tracking keystroke-level activity wherein the time to complete each processing steps are captured using a time tracker
- Implementing a quick win automation in QC/QA to create space to accommodate investigation AHT for low-dollar claim disputes
- Initiating pre-work on data measurement for capacity modeling such as scope, resource sample, alerts sample, and methodology to study captured data
- Performing a dry run on the time tracker remotely with onsite resources
- Executing the project by travelling onsite and observe time capture side by side for a period of 4 weeks
- Analysing data using Six Sigma tools such as Regressions and Mood's median test to arrive at the desired output
- Re-engineering of process steps and investigation threshold of card disputes where our aim was to reduce the benchmark amount of \$250 to \$100 by changing procedures and cross-functional model within card teams

BENEFITS



With the Infosys BPM approach, we were able to:

- Save over \$7 million in 5 years for the client through RPA recommendations
- Achieve 99% results in REG E accuracy consistently
- Implement 22 FTEs for process optimisation
- Improve chargeback recovery due to wide investigation over low dollars
- Determine and benchmark the actual AHT for all-sub processes levels to increase efficiency
- Recommend business and operational metrics for the entire team including leads and supervisors



For more information, contact infosysbpm@infosys.com

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