

Business as Usual (and Beyond) in Unusual Times

How Infosys BPM ensured on-time master data and ecommerce updates, to keep the Healthcare business running across the globe for its client, a multinational conglomerate, amidst the unprecedented times



Achievements

Master Data Management

300+ Company Codes

Global coverage

12k+ Requests/Month

Multiple Shifts Support

178k Transactions Processed

COVID-19 Requests Prioritization

0 Impact on Business

BAU Enablement

Digital Services

21 E-Commerce Websites

72 Local Websites

Live & Real-Time Requests

3k+ Requests/Month

Challenges

Lockdowns

Quarter-End Closure

Government Directives

COVID-19 Outbreak

Transition to WFH

Increased Volume & Rush Tickets

Critical Functions

Infosys BPM Approach

Work from home enabled for employees to provide support in multiple shifts for global coverage

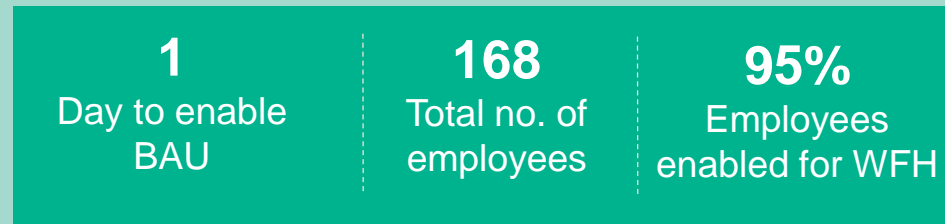
Daily updates on KPI / SLAs shared with the client stakeholders

Health and safety of employees monitored regularly and HR intervention conducted as per requirements

Daily Team connects, multiple mailers, and virtual fun activities for enhanced employee experience

Virtual town halls, workshops and trainings conducted to keep the team updated

Business as usual ensured in spite of the COVID-19 outbreak



“First of all I would like to thank you to support us in these challenging times. While our doctors are battling the Corona virus you are supporting us to keep the daily operations (In-house media) going.

*We are really proud of you!
Stay save, healthy and take care of your friends and family.”*

- Client Lead, Digital Services

