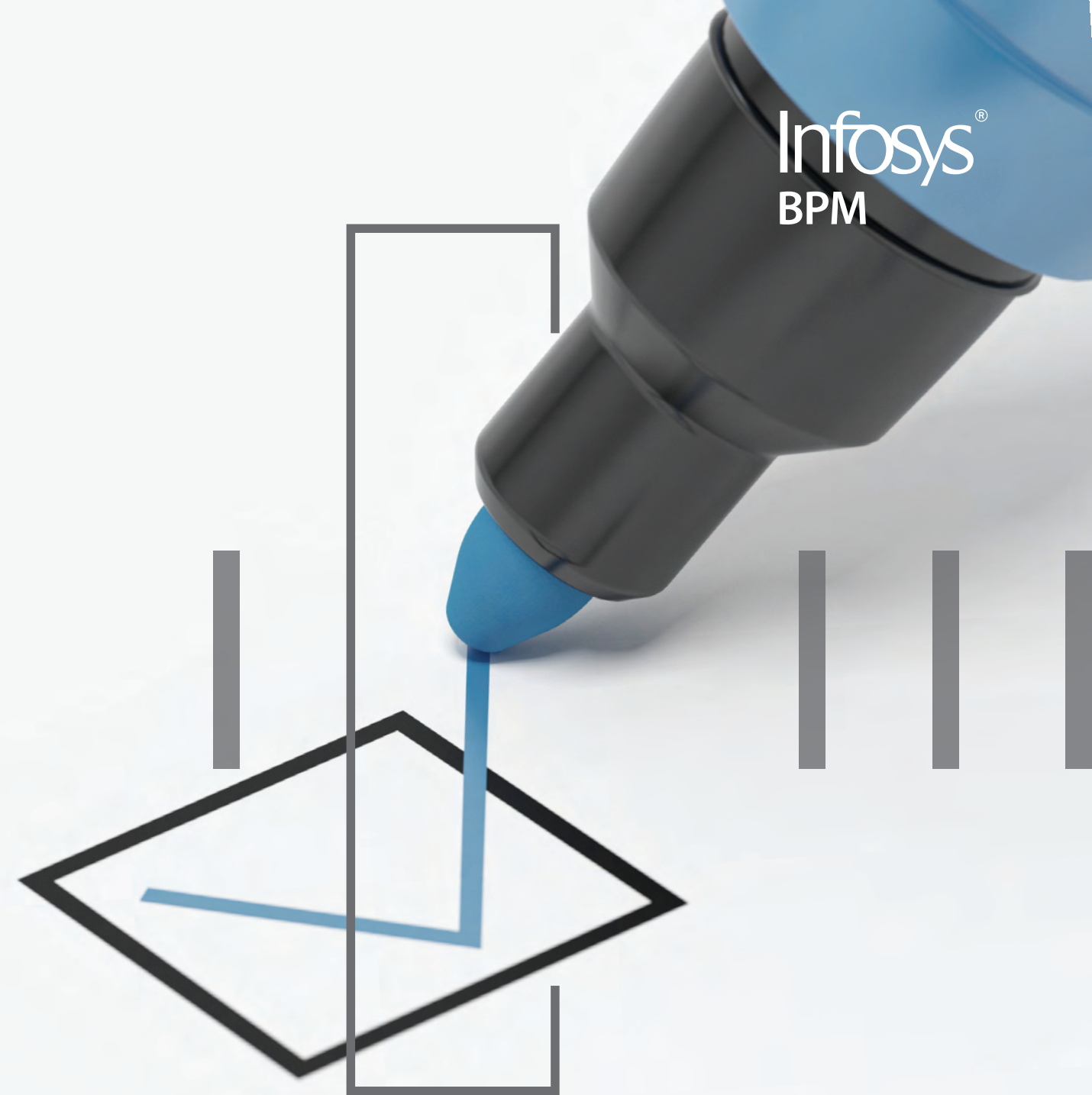


# HAVE YOU CHECKED ALL THE BOXES TO EFFICIENCY?

Streamlining operations  
at a leading insurance company's  
member contact center.

Infosys<sup>®</sup>  
BPM



# CHALLENGES

The client faced several complications that significantly affected their performance:

High call handling time

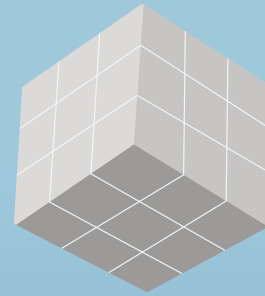
Poor customer experience

Non-standard and complex processes

Low first call resolution rates

High cost of agent training

Use of over 30 systems and an average of 10 applications to resolve a customer query

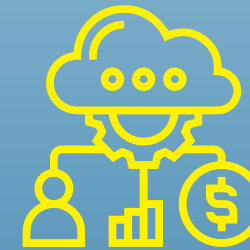


# SOLUTIONS

Infosys BPM revamped the client's systems by deploying a cohesive automation platform.

## The initiative:

- ▶ Enrolled 300+ users within six months
- ▶ Implemented Smart User Environment (SE) module, a streamlined automated process to promote operational efficiency
- ▶ Implemented Real Time Expertise Manager (ReTEM) to streamline, intelligently route, and schedule conversations in real time between customers and employees



# BENEFITS

Infosys BPM's smart solution led to improved agent efficiency, reduced call volumes, and quicker go-live periods.



The use of Single Sign On (SSO) ensured elimination of cluttered desktops. The issue resolution center was transformed, and it delivered an integrated and seamless cross-channel experience to its customers.



**\$2.5M**  
Annual savings



**30%**  
Increase in agent productivity

For more information, contact [infosysbpm@infosys.com](mailto:infosysbpm@infosys.com)

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