Business as Usual (and Beyond) in Unusual Times

How Infosys BPM ensured on-time master data updates to keep the business running across the globe for its client, a global leader in lighting products, during the unprecedented times



150+ Company Codes

0 Impact on Business

4 Domains

BAU Enablement

BAU Enablemen

Multiple Shift Support

Global coverage

99%+ Accuracy

Rush Requests Prioritization

5k+ Requests per

Month

Challenges

Lockdowns

Government Directives

Critical Functions

COVID-19
Outbreak

Quarter-End Closure

Transition to WFH



99%+ SLAs

Increased Volume & Rush Requests

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 wherever required

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

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

1Day to enable BAU

Total no. of employees

95%
Employees
enabled for WFH

"Thanks for the clarification, and in that case: congratulations to you and your team with this accomplishment ©!

It gives us confirmation that you are progressing in the good direction, even in these home working times."

- Client Head of EIM





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