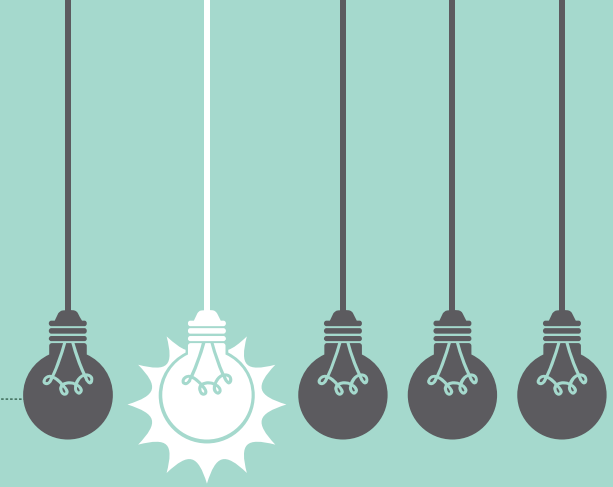


Business as Usual (and Beyond) in Unusual Times

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



Achievements

150+ Company Codes

0 Impact on Business

99%+ SLAs

Global coverage

5k+ Requests per Month

4 Domains

99%+ Accuracy

BAU Enablement

Rush Requests Prioritization

Multiple Shift Support

Challenges

Lockdowns

Government Directives

Critical Functions

COVID-19
Outbreak

Quarter-End Closure

Transition to WFH

Increased Volume & Rush Requests

Infosys BPM Approach

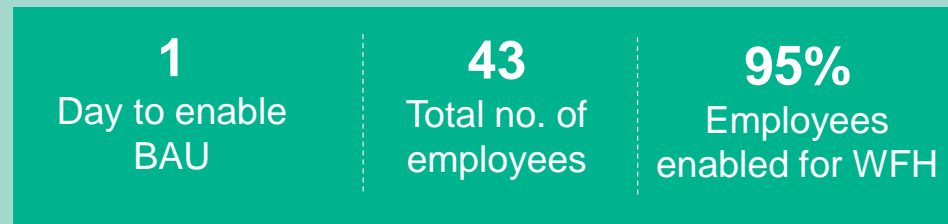
Work from home enabled for employees to provide support in multiple shifts for global coverage

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



“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

