

PUTTING OUT THE LIGHTS ON DIFFERENCES


Dispute resolution made
effective by analytics.

The client is a global leader in lighting
and provides energy-efficient solutions.



CHALLENGES

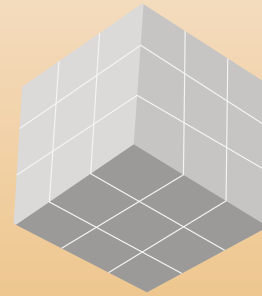
The major challenge for the client was to improve dispute management effectiveness for their operations in Latin America region. Others included:



Reported disputes were an average value of ~€700k on a monthly basis

Average dispute count filed was approximately 250 on a monthly basis

Turnaround time (TAT) for dispute resolution was low



SOLUTIONS

Infosys BPM performed an exhaustive analysis for open as well as cleared disputes by:

- ▶ Identifying the biggest contributor in the LATAM region, which carried more than 50% of total disputes
- ▶ Creating dispute category for effective tracking and analysis of recurring patterns
- ▶ Identifying customers with repeated dispute-raising behavior patterns



BENEFITS

The average TAT was analysed for dispute resolution by reason code, processor, country, and customer, and focus shifted to effective dispute management.



- ▶ Created interactive dashboard with analysing capabilities for dispute trends, top contributors, and so on
- ▶ Reduced dispute value and count

For more information, contact infosysbpm@infosys.com

© 2020 Infosys Limited, Bengaluru, India. All Rights Reserved. Infosys believes the information in this document is accurate as of its publication date; such information is subject to change without notice. Infosys acknowledges the proprietary rights of other companies to the trademarks, product names and such other intellectual property rights mentioned in this document. Except as expressly permitted, neither this documentation nor any part of it may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, printing, photocopying, recording or otherwise, without the prior permission of Infosys Limited and/ or any named intellectual property rights holders under this document.

[Infosysbpm.com](https://www.infosysbpm.com)

Stay Connected   

Infosys
BPM