

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

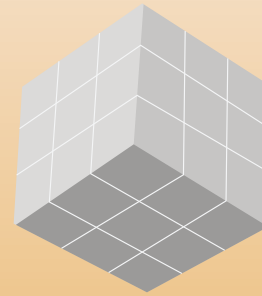
The major challenge for the client was to improve dispute management effectiveness for their operations in Latin America region. Others included:



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 high



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

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