

EFFECTIVE TROUBLESHOOTING AT THE CORE

Improving operational efficiency to enhance customer experience.

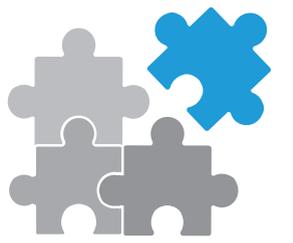
The client is an Australian telecommunications giant providing various services including mobile, voice, internet, and pay television.

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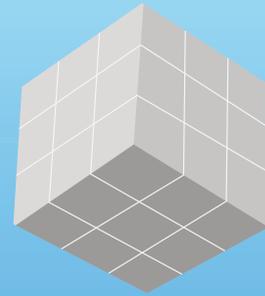


CHALLENGES

The client faced the multiple challenges in providing a hassle-free customer experience :



- Ineffective troubleshooting and workflow management
- More than 3800 modems were getting replaced per week as part of troubleshooting process
- The replaced modems caused over \$5 Mn in costs annually, despite of 90% of the modems being in working condition
- Delayed resolution to the end-users led to poor customer experience



SOLUTIONS

The Infosys BPM team analyzed the client's end-to-end business process flow and built a team to identify waste in the value chain.

The team implemented the following solutions:

- ▶ Modified troubleshooting steps for equipment at end-user's premise, and detailed steps were made available at a shared location
- ▶ Instructed the agents to exhaust all troubleshooting options before replacing the modem
- ▶ Agents recorded the findings of revamped troubleshooting process enabling the consultants to provide analysis and compliance to further improve the process
- ▶ Incorporated modified process steps in the workflow & provided recommendations to process teams



BENEFITS



-  **\$5.5 Mn**
Savings delivered
-  **65%**
Reduction in modem replacement
-  **85%**
Reduction in modem per week

For more information, contact infosysbpm@infosys.com

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