

EFFECTIVE TROUBLESHOOTING AT THE CORE

Improving operational efficiency to enhance customer experience.

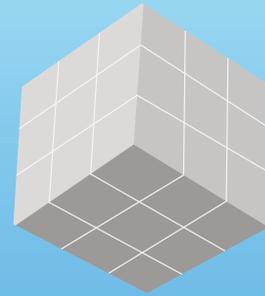
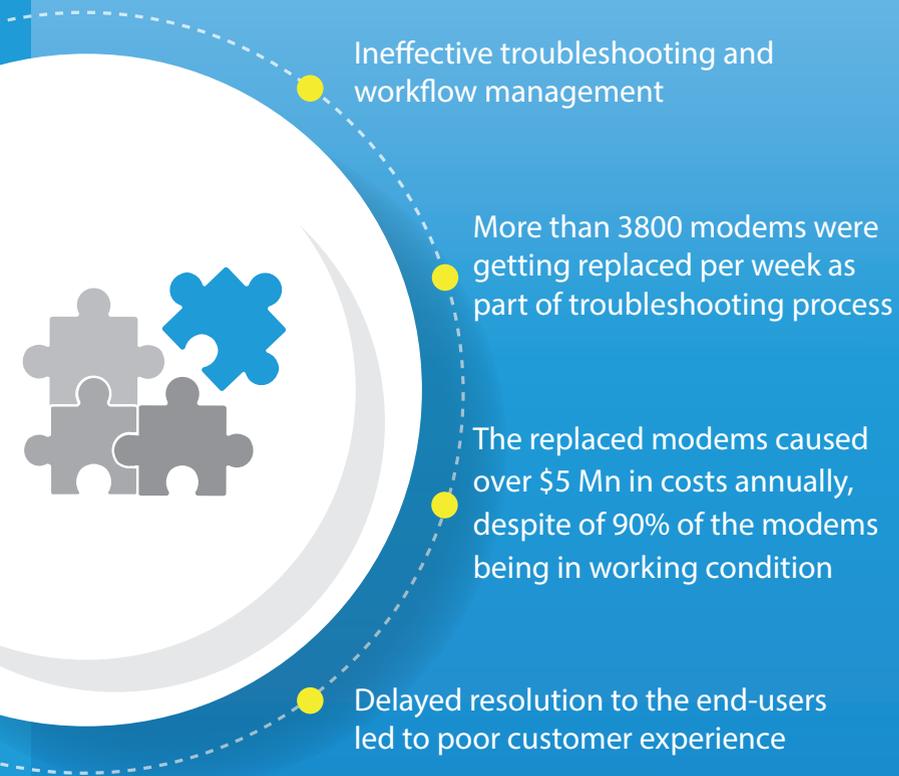
The client is an Australian telecommunications giant providing various services including mobile, voice, internet, and pay television.

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CHALLENGES

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



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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