

SAVING A HERCULEAN EFFORT

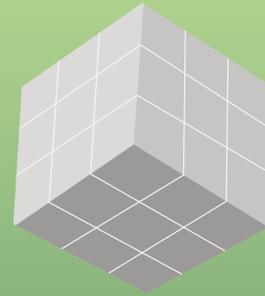
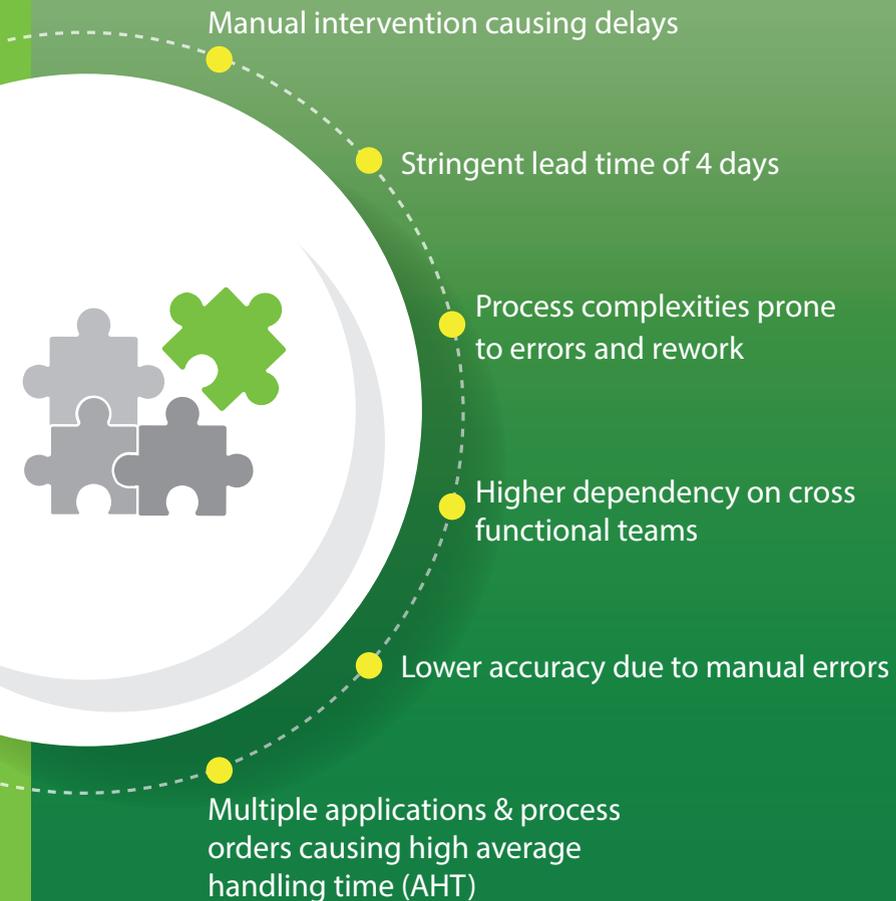
By enhancing efficiency in order management process with Lean and Six Sigma.

The client is a US-based global telecommunication giant and among the largest providers of fixed and mobile telephone services.



CHALLENGES

The client faced following challenges in processing orders that led to potential revenue leakage:



SOLUTIONS

The Infosys BPM team leveraged Lean & Six Sigma DMAIC (Define, Measure, Analyze, Improve, and Control) methodology to enhance process efficiency.

Following solutions were deployed:

- ▶ Developed and customized error handling processing with over 99% accuracy
- ▶ Categorized order allocation and assigned to the groups with appropriate skill sets
- ▶ 90% cross functional teams dependency eliminated through cross skilling
- ▶ Strengthened the knowledge base, covering 100% scenarios in reference guidelines
- ▶ Regular forum established for best practice sharing to reduce variations
- ▶ Implemented DMB (daily management board) for effective people and performance management
- ▶ 80% non-value adding steps eliminated through a one-stop shop for fetching information from multiple screens to a single screen



BENEFITS

The method delivered the following benefits:



- ▶ Client Value Survey score of 7 in FY'19 & 20
- ▶ Order processing lead time reduced from 4 days to less than 1 day
- ▶ Achieved process accuracy of over 99%



\$2.8 Mn
Additional revenue generated



13%
Cash flow improvement

For more information, contact infosysbpm@infosys.com

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