



## Improved FCR and Reduced TAT for Leading Multi-national Car Manufacturer by Leveraging RPA

### ABOUT CUSTOMER

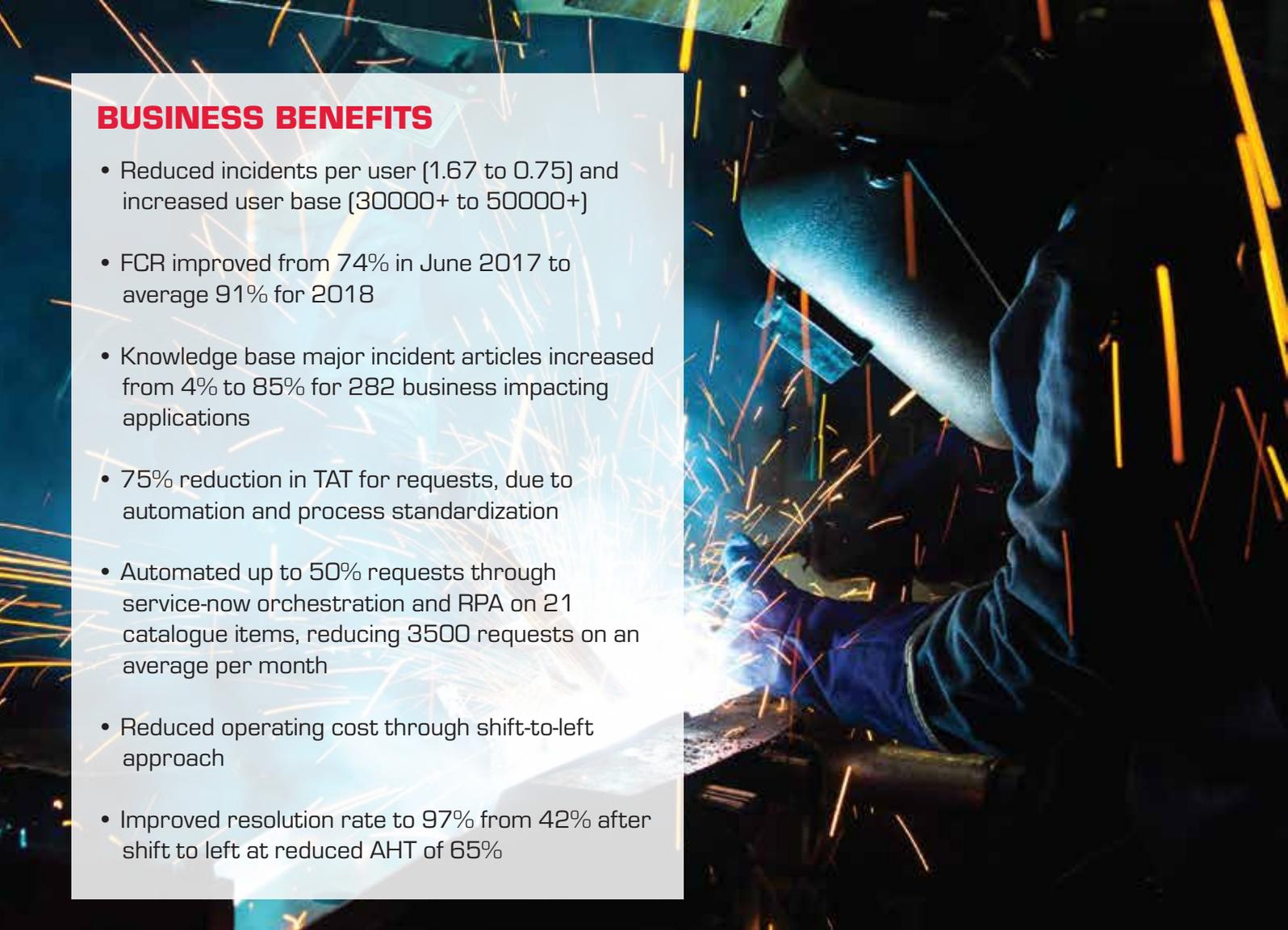
Our client is a leading Swedish multinational manufacturing company headquartered in Gothenburg. Its principal activity is production, distribution, and sale of trucks, buses, and construction equipment.

### BUSINESS CHALLENGES

- Support end users, suppliers, partners, and customers for various issues and assist them through the entire resolution process
- Provide global dealer support and SharePoint support
- Implement access management

### TechM BPS Solution

- Multilingual 24/7 Service Desk support and basic triaging of applications, networks, servers, and user workplace devices
- Support dealers on the applications and portals through dedicated Global Dealer Support Team
- We are handling 20,000 calls and 40,000+ tickets monthly
- Shift-to-left Remote Desktop Support, Application Support, Office 365, Monitoring, and RLAN



## BUSINESS BENEFITS

- Reduced incidents per user (1.67 to 0.75) and increased user base (30000+ to 50000+)
- FCR improved from 74% in June 2017 to average 91% for 2018
- Knowledge base major incident articles increased from 4% to 85% for 282 business impacting applications
- 75% reduction in TAT for requests, due to automation and process standardization
- Automated up to 50% requests through service-now orchestration and RPA on 21 catalogue items, reducing 3500 requests on an average per month
- Reduced operating cost through shift-to-left approach
- Improved resolution rate to 97% from 42% after shift to left at reduced AHT of 65%

## ROAD AHEAD

- Introduce advanced automation – Chatbot solutions
- SDI certification – Assessment Score 3.2/5 (highest so far during preliminary evaluation)

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## About Tech Mahindra Business Process Services

Tech Mahindra Business Process Services is the BPO or BPM arm of Tech Mahindra – a USD 4.6 billion company with 117,200+ professionals across 90 countries, helping over 885 global customers

including fortune 500 companies. Tech Mahindra is amongst the Forbes list of Fab 50 companies in Asia 2016 list & in India's Top 50 Super Companies of 2016.

Entering a new era of transformations, Tech Mahindra Business Process Services has re-focused energies towards 'Creating memorable digital experiences everyday' for customers.

We are part of the USD 19 billion Mahindra Group that employs more than 200,000 people across 100 countries. The Mahindra Group operates in key industries that drive economic growth, enjoying a leadership

position in tractors, utility vehicles, information technology, financial services and vacation ownership.

For more information about Tech Mahindra Business Process Services, connect with us at:

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