

## Improved NPS by over 80 Points for Australia's Leading Life Insurance Specialist

### ABOUT CUSTOMER

Our client is one of the largest life insurance company in Australia, protecting more than 4 million Australians. They have won Life Insurer of the Year for 3 years in a row and numerous other awards.

### BUSINESS CHALLENGES

The transition was performed across a very brief window and the incumbent team exited during this period. This meant a very sudden cutover for both users and new support techs. To add to this there were challenges such as delayed resolutions, low user satisfaction (tracked by Net Promoter Score (NPS) at -11), and an all-time high backlog.

### TechM BPS Solution

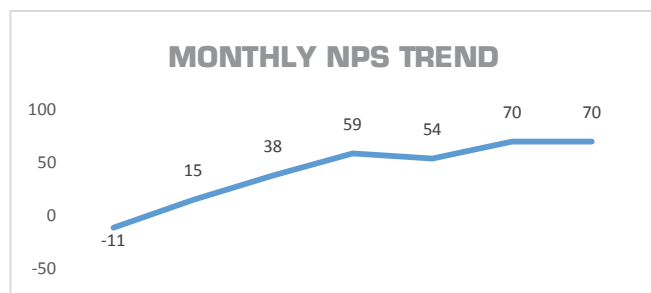
- Assembled a diverse group of professionals from across the global service desk to form a SWAT team
- Vital training modules were created and agent deployment was completed within 15 days as against a planned 2 months
- Queue and backlog monitoring/visibility was stepped up to hourly and led to close control over WIP/aging of issues
- Open issue root cause analysis were performed using 5 Whys

## CURRENT ENGAGEMENT

TechM BPS services their Application Support in addition to providing dedicated infrastructure and service desk teams. The Service Desk group provides multi-channel support to the entire user base in a 24x7 environment.

## KEY BENEFITS / ACHIEVEMENTS

- Backlog tickets reduced to <10% of the go-live period
- NPS increased to 70



## TESTIMONIALS

“ Thank you for all the effort so far since you started to deliver and provide our IT Service Desk, that’s an incredible drop and all down to your hard work and dedication to provide quality service.

- Head of Service Management - Technology ”

“ That is an incredible turnaround in just 3-4 months and puts us back in the green for that key metric. I have asked the management team to provide a small celebration for you to thank you for your efforts.

- Chief Information Officer ”

## 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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