Enabling RPA Transformation for New Zealand based Leading Telecom Operator

Overview

The client's objective was to understand the scope and benefits thatTechM can bring in through automation and transformation of customer service processes. This would help them increase customer satisfaction and reduce delay in the processes and improve the SLA. They needed end-to-end transformation of 35 customer service processes of customer accounts, credit analysis, and payments.

Client Background and Challenge

The client is a leading New Zealand based telecommunications company offering mobile, broadband, and television services.

The major challenges included:

⊕ Manual process of analyzing excessive credit, overpayment or misapplied payment by customer

⊕ Increased cycle time of analysis of customer billing accounts across three different CRMs

⊕ Delay in settling excess payment for the customer

⊕ Impact on customer satisfaction.

Our Approach and Solution

Tech Mahindra provided cost effective IPA solution for data analysis by extracting the reports from three different CRMs and identifying customer's overpayments, misapplied payments automatically, and accordingly updating notes on customer billing accounts.
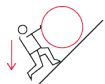
Business and Community Impact

90%
reduction in cycle time for reconciliation

~$5.6Mn
bottom-line improvement

~9500Hrs.
manual efforts saved

To know more, reach us at IntelligentAutomation@TechMahindra.com

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