

Reengineered IVR and Enhanced Governance for a Leading Australian Telco

ABOUT CUSTOMER

Our client is the third largest telecommunications company in Australia, providing fixed, mobile, and broadband services catering to over 7 million subscribers and having a 27% market share.

BUSINESS CHALLENGES

- Significant Aging/Backlog of issues
- Absence of end user satisfaction measurement mechanism
- No SLA governance
- Ambiguous IVR options for end users

TechM BPS Solution

- Successfully created our own knowledge base through leads and subject matter experts
- Deployed a dedicated backlog reduction team at kick-off and cross skilled team to ensure sustenance
- Re-platformed the end-user satisfaction measurement by implementing mail-merge surveys
- Cross-skilled resources in the user access management and SD areas to orchestrate an “economy of scale” model
- Established quality governance
- Re-engineered IVR to govern call management and measure for each (Automatic Call Distributor) ACD skill set separately

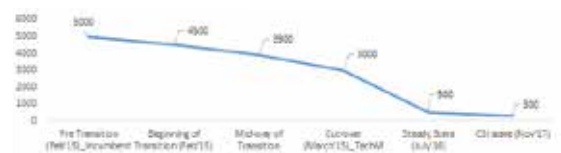
CURRENT ENGAGEMENT

TechM BPS provides a dedicated 24*7 service desk support for end-to-end operations across the company's IT infrastructure through multiple channels to a user base of over 14000.

KEY BENEFITS / ACHIEVEMENTS

- Enhanced governance on SLAs and operational reporting
- Mail-merge surveys yielded an enhanced response rate and a CSAT score of 4+ / 5 on an average

OPEN TICKET TRENDS



TESTIMONIALS

“ **The IVR re-engineering is a game changer in terms of perception management.** ”
- Head of service management

“ **A robust governance structure which has helped the overall managed services.** ”
- GM, IT

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.

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