



Being Real-Time is the key to Customer Engagement

Know how we helped a Large Telco in Philippines Automate their Front Office Processes with Robotic Process Automation

THE CUSTOMER

The customer is a leading provider of telecommunications services in the Philippines.

BUSINESS SCENARIO

The company operates one of the largest mobile, fixed line, and broadband networks in the country providing services to individual customers, small and medium businesses, and corporate customers. The customer's front office needed its process to be reviewed and revamped to cater to the end customer's support requirements quickly. Automation was one of the chosen methods to achieve this goal to enable the organization to jump to its next growth curve catering to below business drivers-

- Improve customer experience & reduce average call handling time
- Meet growing volumes & reduce agent training & onboarding time
- Work around the existing IT stack without any integration (to counter possible security issues)

SOLUTION OFFERED

Tech Mahindra's solution involved the assessment of the current front office processes and implementation of Robotic Process Automation with the aid of its in-house developed platform UNO

The solution helped automate manual predictive processes in the front office and also helped operation associates to handle business processes effectively with reduced average handling time. Few of the process efficiencies achieved by the solution include-

- Reduced 20+ steps to 5 steps in Billing Enquiries
- Reduced Resend Bill to just a 2 clicks process
- Reduced Financial Account Status to just a 2 clicks process

BUSINESS BENEFITS

- 20% reduction in Average Handling Time (AHT)
- \$1.2mn USD annual savings leading to corresponding reduction in OPEX
- Improved customer experience, by reducing HOLD time
- Reduction in manual errors in process execution and faster support services

TECHNOLOGY BENEFITS

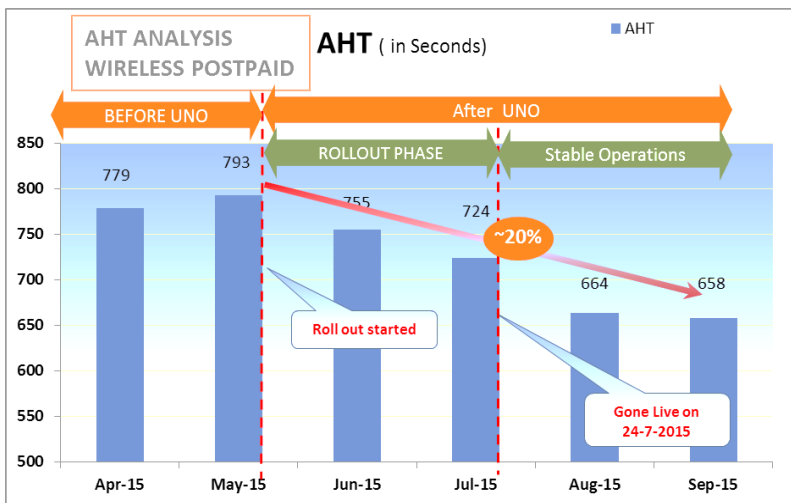
- Maintains a complete audit log for all transactions
- Provides a unified desktop for faster issue resolutions without integrations with the IT applications



IMPLEMENTATION HIGHLIGHTS

Tech Mahindra's solution enabled complete automation of repetitive tasks in the front office and partial automations for cognitive input requirements. Further, it freed up the customer resources and the requirement of human interference in a rules-based process operations.

ARCHITECTURE/SOLUTION



ABOUT THE PLATFORM

UNO is a Desktop Automation Platform with Robotic Process Automation (RPA) capabilities built by Tech Mahindra. UNO helps operation associates to handle business processes effectively with reduced average handling time and improved end user experience. UNO with its RPA & non-intrusive capability automates manual predictive processes and delivers multiple benefits to our customers.

TECH MAHINDRA EDGE

Our UNO based solution implemented robotic process automation to a hitherto unthought-of of area (Front office operations) for this customer. This enabled the customer to increase their operations service levels multi-fold while also negating the need to add on more personnel even with increasing support requests.

For more information about Tech Mahindra, connect with us at:
www.techmahindra.com | connect@techmahindra.com

Connected World.
 Connected Solutions.