

Process Efficiency through Tools deployment



About the client

Our client is the official information service for UK train operating companies. Client operates in a regulated environment and sensitive to SLAs & customer experience

Business Requirement/ Problem Statement

We are the single window support module for the end-to-end service management contract for our client's entire scope of retail operations in India from our centers in Mumbai, Gurgaon and Chennai. The client had multiple vendors in the domestic market and was finding it challenging to manage them all and needed a single point of contact for coordinating with multiple vendors across: Data management; Customer point verification; Statement processing; Record management; Documenting courier etc.

Methodology

Tool deployed

Process Improvement



Goal

- The client wanted a single reliable vendor to coordinate & support their Domestic Retail Banking Operations
- Improvement in error rate and AHT

Approach

- Dedicated vendor management team to track & report defined SLAs signed with multiple vendors
- We implemented an excel based Query Management application, as a ready reference for agents which helped in AHT reduction and error reduction
- Due to the implementation of the Query Logger, the MIS team could save 4 hours/day for information collation for MIS
- We also deployed a Complaint Tracker, to enable drill down of most common causes of error. This drill down helped identify areas for refresher training eventually resulting in better customer experience



Impact

- Cost Savings of 13,423 GBP due to reduction of fraudulent claims
- Reduction of error rate by 49%
- Reduction of AHT by 31 seconds
- Reduction of 4 man-hours/ day achieved through Query Logger