

Automation leading to reduced TAT



About the client

Our Client is one of the fastest expanding energy retailer based out of Australia

Business Requirement/ Problem Statement

- The activations (back office) queue had multiple channels of allocating work. The work queues would be uploaded on the client system as well as sent through e-mails, excel files etc
- This lead to complexity in data integrity, managing turn around and processing time, priority setting and transparency in work completion, reduced productivity due to multiple formats

Methodology

Process Improvement

Backoffice automation



Goal

We needed a robust tool to streamline work allocation process to reduce TAT and consequently improve operational efficiency for back-office

Approach

- We developed a workflow tool to streamline work allocation mechanism and standardize the work allocation format
- The tool automatically assigns unique id to each work item to calculate actual work size. It also prioritizes work queues, managing agent availability thereby reducing on idle time & improving utilization & productivity. The tool has inbuilt AUX module to increase transparency in back office activities. The tool works on FIFO & also checks backlog to ensure timely completion of work
- With systematic screens for agents and supervisors and standard templates for data capture, we increased efficiency in processing activations
- The tool enabled a unified system to view the work queues on a real time basis, login details, accounts processed per agent & work allocated at an individual transaction level

Tools Deployed/Used

In-house back-office workflow automation tool



Impact

- Streamlined multiple areas within the current workflow for Correspondence & Connection Processes resulting in reduction in the closure of certain activities by 24 hours
- Reduced Turn Around Time for Activations by 8 business days securing **AUD 100,000 annually**
- Ensured timely processing of accounts based on FIFO leading to lower Turn Around Times, increased customer satisfaction and reduced cost. Enabled transparency through minimum manual intervention and loss of data during work allocation