

Creating Memorable
Digital Experiences Everyday

Reconciling & Providing End to End Solutions to Customer Business

Discover how we shared and delivered a transformation to a UK based telecommunications & IT services provider.

THE CUSTOMER

The client a UK based telecommunications & IT services provider providing services to customers worldwide had challenge to improve on their CSAT score and overall productivity % by reducing TAT time and to avoid any revenue leakage.

Tech Mahindra rose to the task and gave end to end solution to the company by providing apt workforce, setting up mechanism to follow, which reduced the turnaround time and also lead to process standardization across UK, LATAM, APAC, US and Europe. It also lead to better visibility of key operational metrics.

BUSINESS CHALLENGES

- High percentage of time spent by Global Account Managers on back office of contract management, which could have been used for higher value customer facing engagements
- Bespoke processes across contracts
- Poor CSAT score of 6.7
- Long delivery cycles - e.g. Hardware cycle of 100 days
- Short credit cycle with suppliers 30 days
- Ambiguous Vendor management for over 4000+ vendors
- Lack of base lined Inventory resulting in revenue and cost leakage worth millions

BUSINESS BENEFITS



\$1MM
Collected
within
3 months



Revenue
leakage
reduced
from 15.8%
to 0.2%



RFT %
improved
to 99.3%

- Margin upside by over GBP 19 MM by inventory reconciliation
- Accrued revenue reduced from 44% to 1%
- CSAT of 8.5 out of 10
- RFT % increased to 99.3% & On time delivery % improved to 99%;
- Vendor engagement standardized to 300 vendors
- Credit benefits (cycle up from 30 to 60 days)
- Revenue leakage reduced from 15.8% to 0.2%
- CDR suspense reduced by 95%
- Aged collection of \$ 1 MM within 3 months of operation



SOLUTION APPROACH

- 300+ FTEs providing support in English, German, Spanish, Portuguese & Chinese.
- End 2 end Contract Management Shared Service for 100 enterprise customers of the client.
- Process Standardization across UK, LATAM, APAC, US and Europe.
- Better visibility of key operating metrics.

SIZE & SCALE

Serving customers across the globe

Multilingual support provided

Reconciliation of circuits & inventory

Managing tier 4 & 5 contracts & reduced "unit" cost

Reduced debt for all major accounts handled (7 contracts)

E2E delivery of the process for contracts (proposal to collections)

Managing multiple billing systems for different GEO's

CRM for multiple GEO's with different protocols

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.

For more information about Tech Mahindra Business Process Services, connect with us at:

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