RESILIENT OPERATIONS WITH PROJECTED SAVINGS OF $8 MILLION FOR UTILITIES MAJOR

Infosys®
Navigate your next
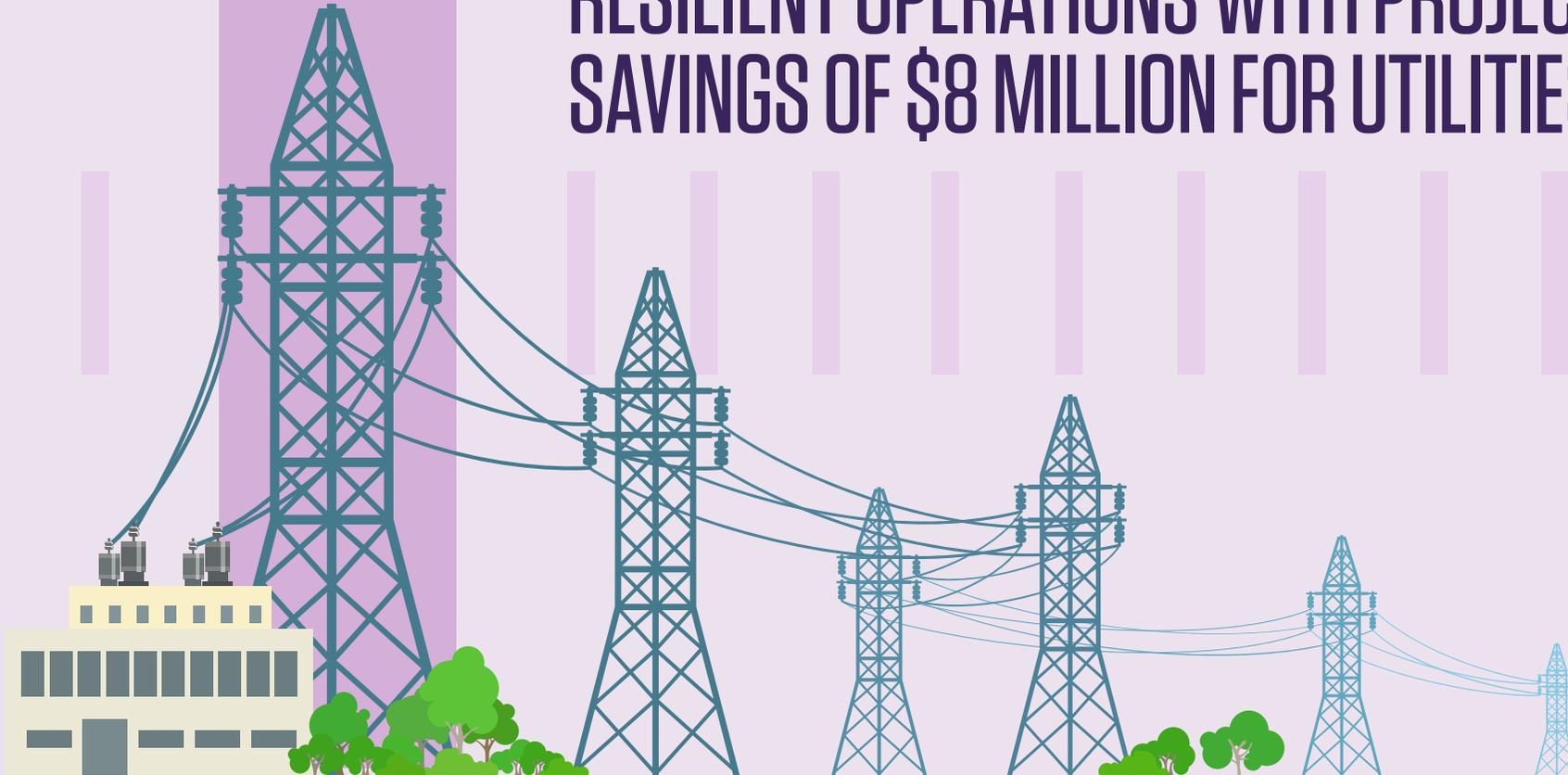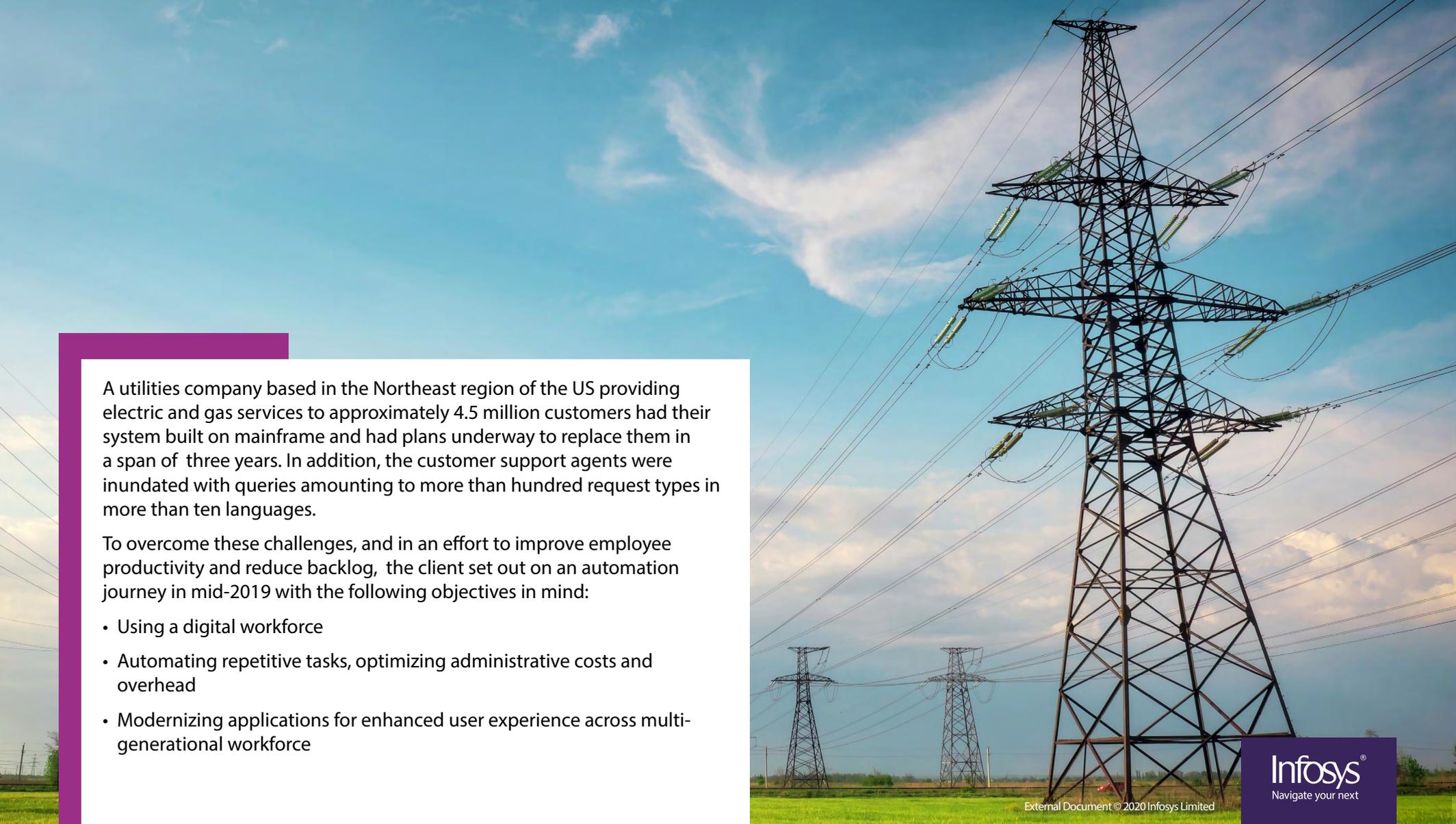
A utilities company based in the Northeast region of the US providing electric and gas services to approximately 4.5 million customers had their system built on mainframe and had plans underway to replace them in a span of three years. In addition, the customer support agents were inundated with queries amounting to more than hundred request types in more than ten languages.

To overcome these challenges, and in an effort to improve employee productivity and reduce backlog, the client set out on an automation journey in mid-2019 with the following objectives in mind:

• Using a digital workforce

• Automating repetitive tasks, optimizing administrative costs and overhead

• Modernizing applications for enhanced user experience across multi-generational workforce

Infosys®
Navigate your next

SOLUTION

The client engaged Infosys as their strategic partner for qualification, shortlisting and implementation of automation use cases using Blue Prism. The client, with their business teams, identified twenty six manual processes as cases for automation around end customer operations including customer assistance, few specialized activities, advanced meter infrastructure (AMI) implementation, and strategic applications.

Infosys analyzed these use cases by applying its DFV (desirability, viability and feasibility) framework to shortlist the automation candidates that would deliver the most significant benefits.

A total of eleven use cases were shortlisted using a funneling approach and various weighted parameters. Eight of these use cases were delivered with Blue Prism RPA platform, while the other three used an integrated solution leveraging Blue Prism and Pega Systems – in a phased manner.

The engagement has been very successful over a short course of nine months and is expected to deliver on schedule and cost. The client is very happy with the Infosys solution offered. A testimony to this is that they recommended Infosys to a subsidiary of theirs too and we are now working with both, on automation.

FEATURES

Self-service customer operations with optimized IT

- 11 automation use cases shortlisted and implemented with configurable business rules

- Identified and automated the top 2-3 manual interventions during hyper-care support

- Phased approach with technical design, development of virtual workers, integration with business process management (BPM), user acceptance testing, production, implementation and hyper-care forming a part of each phase

- Process improvements post implementation led to optimized system performance and success rate going up to 70%-90%

BENEFITS

USD 8 million worth of potential savings while breaking even in just a year

- Saved 60,000 hours of manual effort
- Enabled agents to focus more on improving customer experience with value added services
- Improved morale of the employees
- Estimated savings of USD 8 million

WE DID THIS FOR THEM. WE CAN DO IT FOR YOU.

To know more about Infosys AI and Automation Services, visit:
www.infosys.com/ai-automation
Reach us at aiautomation@infosys.com.

For more information, contact askus@infosys.com

Infosys®
Navigate your next

Infosys.com | NYSE: INFY

Stay Connected