SEVEN FEATURED PEGA CASE STUDIES

Different needs, different industries, tailored solutions leveraging Pega solutions

HELPING A LEADING TELECOM PROVIDER KEEP ITS PROMISE TO ITS CUSTOMERS

When you're a leading telecommunications provider, you can't keep your customers waiting. No matter how exciting your product is, without quality and predictable service, customers won't stay.

The situation

The telecom industry is evolving and so are the customer's demands. That's why, growth in the industry means ensuring high quality services at all times. Our telecom client needed a solution to simplify its order fulfillment process to enable it to reduce its revenue recognition cycle and grow business.

Our solution

- Enterprise-wide Pega implementation encompassing 16 top-level process areas

- Designed, developed, and deployed 14 applications and support for around 200 deployments with applications belonging to different lines of business, procurement, customer advocacy, and digital business

- Created a BPM reference architecture even before the BPM product was finalized, helping fast track the enterprise-wide implementation

- Deployed EPBM platform applications that process 25K cases / week; the IP-Express application services 100% of high-value B2B transactions

The outcomes

Our solution ensures a fulfilling customer experience every time, with more predictability of service. Specifically, it delivered:

- Reduced implementation cycle time. For instance, the overall current cycle time for the order fulfillment cycle improved from 75 days to 22–25 days – a process improvement of more than 75% (for B2B orders)

- Improved customer SLA compliance from SLA leakage of 50% to 10%

- Up to 24% reduction in the average handling time

- Up to 70% reduction in the activation cycle time

- Automated the order management process and provided guided next-steps for faster resolution

- Provided customer visibility by message and e-mail

- Automated the service schedule for order fulfillment

HELPING A LEADING INSURER TRANSFORM ITS CLAIMS PROCESS

When having all the information you need to deliver high quality processing and service to your customers makes all the difference between you and your competitor, multiple disparate systems and processes won't do.

The situation

When you are a large corporate and specialty insurer, your claims systems and processes are business-critical. With operations spread across multiple geographies that rely on different systems and processes for managing claims, our client was experiencing challenges in ensuring smooth, streamlined, and efficient operations.

Our solution

- Deployed a Pega-7-based workflow platform, that helped collapse multiple mid-office systems into one unified front end
- Automated and streamlined claims management
- Enabled self-service interface for notifications
- Provided accurate and enhanced customer reporting

The outcomes

Our solution ensured a streamlined claims infrastructure to drive superior service, a key and long-term differentiator against competitors. Other benefits include:

- Reduction in operational cost
- Enhanced savings with legacy system decommissioning
- Supported claims workload management globally with unified claims processing
- Shortened delivery cycle with a shift-left testing approach and incremental development cycle
- Provided a seamless claims processing experience for claim handlers
- Ensured ease of managing the claims process in different geographies using different systems
- Ensured additional information is managed without compromising on quality and reputation
- Reduced incomplete or duplicated data capture in a multisystem setup
- Helped distribute claims workload across locations

HELPING A LEADING TELECOM PROVIDER ENSURE HIGH QUALITY ORDER FULFILLMENT SERVICE

When differentiating service depends on consistent, superior, and predictable customer experience from sales through fulfillment, it becomes a matter of finding the right solution to deliver it to your customers.

The situation

A big challenge for this telecom provider was reducing its high order fallouts and exceptions. Streamlining it would mean better customer experience and in the long-term, improved sales and revenue.

Our solution

- Provided a single order management system to handle all orders and exceptions
- Integrated with selling, technical provisioning, and billing systems

The outcomes

Our solution enabled improved order fulfillment and customer satisfaction with end-to-end visibility. Benefits delivered include:

- Up to 20% increase in time-to-market for new products
- Approximately 50% reduction in order fallout
- Up to 85% zero touch provisioning
- Up to 50% reduction in customer complaints
- Up to 60% improvement in average order handling time
- Process simplification between CRM and order management
- Single solution for all markets, segments, channels
- Less customer and partner complaints and increased customer satisfaction

HELPING A GROUP HOSPITALIZATION AND HEALTH SERVICES PROVIDER TRANSFORM ITS HEALTHCARE PROCESSES

When numbers make a seemingly simple process such as communicating with customers and prospects complex and tedious, technology invariably comes to the rescue.

The situation

A group hospitalization and medical services provider needed a system to manage letters that it sends to a vast network of customers and prospects periodically.

Our solution

- Designed an enterprise system that allows business users to dynamically define / deliver new letters with minimal IT involvement

- Adopted a multiphase approach to realize initial results within 3–6 months

- Ensured a rapid development cycle utilizing maximum Pega OOB features, thereby implementing the solution with 15 integrations, five constituent groups, nine different letter templates, and seven delivery channels within a short period of time

The outcomes

Our solution delivered:

- Approximately US$20 million annualized savings for development of new letters

- Up to 99.68% improvement in time-to-market

- No IT involvement for letter maintenance

HELPING A LEADING MANUFACTURING ORGANIZATION DELIVER WORLD-CLASS CUSTOMER SERVICE

When differentiating services depends on consistent, superior, and predictable customer experience from sales through fulfillment, it becomes a matter of finding the right solution to deliver it to your customers.

The situation

A leading manufacturing organization relied on manual processing of its service order requests which led to longer SLAs which affected customer goodwill.

Our solution

- Designed, developed, and automated five processes and supported around 20 deployments till date

- Applications belong to different lines of business such as access management, expedite procurement, inventory management, and order management

- Automated integration with multiple applications

- Automated order management process

- Currently, a 2000+ global BPO team is supporting customer requests resulting in more than two million tickets a year; guided next step for faster resolution

- Enhanced customer experience with stratified SLA and by transforming the order management operations related to customer orders

- Automated keeping our customers informed (KMI)

The outcomes

Our solution improved visibility, scaled expectations and measurements, and ensured predictable customer service. Benefits delivered include:

- Up to 20% reduction in average handling time

- Up to 30% reduction in operation cost

- Reduced operational cost

- Enabled right-touch governance

- Enabled digitized smart customer experience

- Provided real-time experience

- Enabled intelligent routing of service requests

- Approximately 40% improvement in contact resolution

- Up to 70% reduction in SLA leakage

- Continuously increased efficiency gain; for instance, the overall current case resolution time for the order expedite cycle improved from 45 minutes to 3.6 minutes, a process improvement of more than 90%

HELPING A US-BASED PHARMA COMPANY CONDUCT CLINICAL TRIALS SMOOTHLY

When health, data quality, and patient safety are all equally important, like during a clinical trial, a mediocre application just won't do.

The situation

A US-based pharmaceutical company needed clinical trial application support.

Our solution

- Delivered four major enhancements to the clinical trial application after go-live

- Enabled the company to conduct risk-based oversight of clinical trial execution at sites to safeguard patient safety and data quality

- Deployed robust reporting capabilities on-site, health planning, and execution

- Created an oversight plan, resource allocation, clinical study, and administration

- Established a process for issue management, escalation to CRAs, and resolution

The outcomes

Our solution improved visibility, scaled expectations and measurements, and ensured predictable customer service. Benefits delivered include:

- Reduced support volume through code improvements, up to 100% reduction in support tickets in the first year

- Improved productivity by up to 20% for enhancements through automation and reuse

- Automated clinical trial oversight plan creation, tracking of oversight planning, and reporting

- Improved compliance and better safety tracking

- Achieved operational excellence through real-time dashboards

- Automated risk monitoring at sites

HELPING A LEADING US BROKERAGE FIRM STREAMLINE ITS CREDIT RISK WITH A CREDIT RISK MANAGEMENT PLATFORM

When speed and accuracy across the credit value chain are vital to business growth, manual processes or scattered systems won't do.

The situation

One of the largest investment banks in the US dealing with brokerage and trading needed a credit risk management platform.

Our solution

- Deployed five major trading products within a year in production with the credit risk monitoring and compliance management done on the Pega platform

- First Pega 7.1 solution deployed in production for the bank on a shared infrastructure

- Leveraged OOTB Pega 7.1 features for faster delivery

- Leveraged Infosys BPM CoE for code and design governance

- Utilized agile development methodology with major releases every quarter and minor releases going out every month

- Established a continuous feedback loop so that the business has enough time to provide the solution feedback

- Integrations with 10 different bank domains

- Processed 25K cases / week with the Pega platform, with 80% straight through processing and automation

- Over US$20 billion is being monitored on this platform for risk management

The outcomes

Our solution improved visibility and growth. Benefits delivered include:

- Up to 60% year-on-year growth on loan products

- Implemented 80% automation and straight through processing logic

- Automated margins risk monitoring and customer communications – autodial / e-mail / letters

- Provided a 360-degree view of customer account without `swivel-chair' effect

- Exposed business rules to risk analysts for handling straight through processing during market crashes

- Enabled near real-time market risk monitoring

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