

BEST STORIES  
FOR DIGITAL  
IN  
COMMUNICATION  
SERVICES





## Omni-channel Experience Delivered to Large UK-based Telco

- Global online transformation with self-care and e-commerce for consumers across 16 countries
- Client onboarding of 19.5 million consumers on the commerce platform
- Savings of 3 million euro annually, customer advocacy up by 20%, and e-sales up by 43%



## Telco Client's Future-proof Digital Customer Experience Platform

- Cloud-based, multi-channel, next-gen, productized platform with enhanced customer experience
- Enhanced customer satisfaction
- Adjudged as best authenticated site in the industry
- Increased user subscription



## Personalized Product increased online sales for large Asian telecom provider

- Creation of customized mobile plans
- Insights on customer usage-enabled, fine-tuned recommendation
- First plan sold completely online enabling Telco to onboard customer online
- Enhanced brand reputation by enabling client to be the first such company in Singapore



## Enhanced Customer Service Experience at Global ANZ-based Telco

- Reduction of activation cycle time using BPM-based, order to activation solution
- Reduced SLA leakage and improved responsiveness in B2B transactions
- Ensured high availability environment for data center operation, ensuring agility of business processes



## Enhanced Field Force Productivity at a leading DTH provider in USA and Latin America

- Consolidated view of state of installed devices, reduced clicks, and better navigation across multiple devices
- Enabled field force to manage work backlog, enhancing productivity and enriching the customer experience
- Enabled cross-selling and provided support in completing assigned work orders
- Salesforce Cloud integrated into the enterprise at the back end



## Award-Winning Customer Order Management Solution for European Telco

- Reduced time-to-market for new products from 3 months to 2 weeks
- Processes 8,000 orders per day with Zero Touch Provisioning up to 85% and reduction in manual handling by 50%
- 50% reduction in customer complaints and 60% improvement in order handling time



## Mobilization of Home Services for a US-based digital cable television, telecommunications, and Home Automation services provider

- Enhanced user experience with self-service features and uninterrupted availability on the go
- Improved customer retention and branding by launching first of its kind feature-packed app
- Increased reach by covering wide range of devices





## Field Service Transformation at a leading North American DTH Provider

- Tech Passport mobile application enables 100% field scenarios capture, currently used by 4000 field technicians
- Improvement in field technician productivity and almost zero back-office assistance required
- Enhanced customer experience and satisfaction
- Creates additional revenue stream as the solution enables cross-selling of products



## Transformation program to mobile-enable sales & merchandising at a leading UK-based Telco MVNO

- 90% improvement in sales process efficiency and TCO reduction due to paperless transaction
- Reduced turnaround time; data freshness achieved with up-to-date and real-time information available
- Enhanced customer experience and satisfaction



## About Infosys Digital

Infosys Digital helps enterprises redefine consumer experiences, renew and amplify their technology core, and ensure unified orchestration and management across the digital ecosystem.

To learn more please visit [www.infosys.com/digital](http://www.infosys.com/digital)

 #InfosysDigital

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