CASE STUDY

Pay TV Service Provider Becomes More Responsive to Customer Needs

Delights customers with faster response to service requests

A leading provider of pay TV services in North America wanted its field force to deliver superior customer service. The company technicians needed to respond promptly after receiving service requests. Its field service scheduler managed more than 35,000+customer appointments every day, with a team of more than 2,000 dispatchers and 15,000 technicians. The legacy workforce management solution required an upgrade to ensure agility in operations and preventcustomer churn.

Infosys transformed the technology landscape and introduced automation to accelerate turnaround time for service requests. Our solution ensured better routing and scheduling by dispatchers, enhanced service delivery by technicians, and increased customer loyalty.

Infosys®

We deployed an advanced workforce management solution that served multiple regions and user groups across different time zones in North America. Our team streamlined the workflow of dispatch and workforce management to ensure better customer support by technicians.

An agile field force

Infosys managed a complex implementation while mitigating risk and ensuring uninterrupted customer service.

We implemented business-critical modules that helped the dispatcher center locate technicians on the field, schedule an appointment and direct the nearest technician to a customer's address. The system updates the skills as well as the schedule of each technician to calibrate responses based on the complexity of the service request and the availability of technicians.

Infosys undertook a business impact analysis through proofs-of-concepts and contingency planning. We adopted change management, and prepared the enterprise using checklist reviews and training. Infosys implemented an iterative testing strategy to address product and integration issues.

Our team developed a deployment playbook with sequence steps, active roles, timings, and entry / exit criteria. We automated deployment processes, including installation, configuration, and validation. Our team also automated server deployment across time zones to minimize downtime in dispatch center operations.

The pay TV service provider generated cost savings of US$20 million from optimized schedules, reduced travel, better utilization of technicians, automation and higher productivity over three years. Significantly, the Infosys solution streamlined dispatch center operations ensuring better dispatcher-technician communication, smarter utilization of technicians, reduced truck rolls, and faster turnaround. It enhanced the user experience; registering an average 104% improvement across key performance indicators (KPIs). Infosys enhances and supports the workforce management solution while ensuring near 100% availability.

For more information, contact askus@infosys.com

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