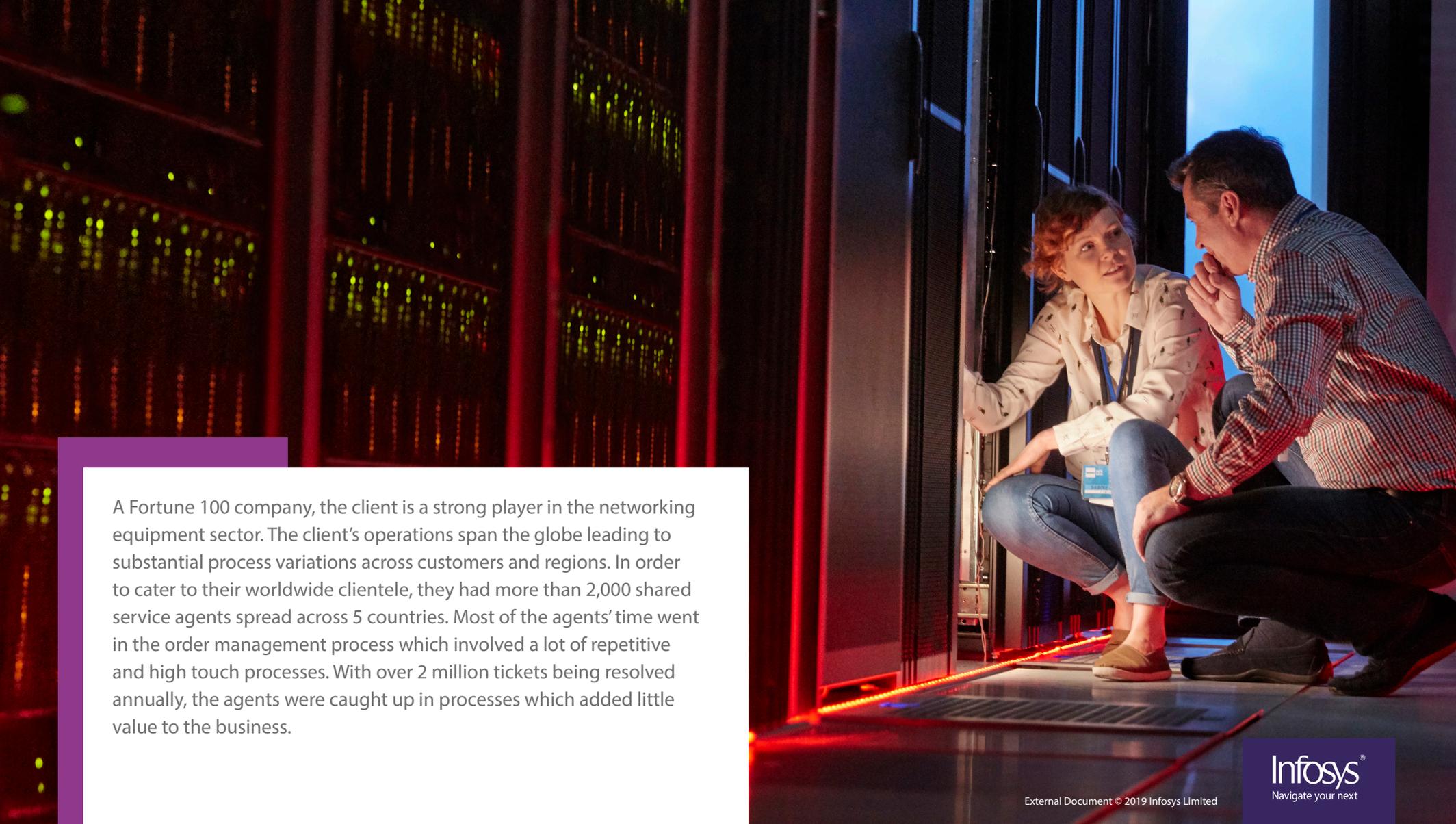




EFFICIENCY AND NOISELESS TRANSITION ENABLED BY AUTOMATION CENTRE OF EXCELLENCE (COE)

A woman and a man are crouching in a server room, looking at a server rack. The woman is wearing a white jacket and blue jeans, and the man is wearing a checkered shirt and dark pants. The server racks are illuminated with red and blue lights, and the background is filled with rows of server racks.

A Fortune 100 company, the client is a strong player in the networking equipment sector. The client's operations span the globe leading to substantial process variations across customers and regions. In order to cater to their worldwide clientele, they had more than 2,000 shared service agents spread across 5 countries. Most of the agents' time went in the order management process which involved a lot of repetitive and high touch processes. With over 2 million tickets being resolved annually, the agents were caught up in processes which added little value to the business.

SOLUTION

Infosys team established an 'Automation Centre of Excellence (CoE)' for the client which would build a business case for each implementation. This team would also carry out detailed process analysis for automation suitability combined with time and motion studies, and for performance benchmarking. An 'Automation Factory', governed by the CoE, was setup for automation implementation. A hybrid delivery model, using the principles of both waterfall and agile were used to spread the automation process into 3 distinct phases - discovery, design and delivery. Deployment of the automated processes, followed by change management and adoption assistance in a phased manner ensured seamless transition.

FEATURES

Ease of collaboration with Automation Centre of Excellence

- Hybrid delivery model spanning 3 stages - discovery, design and delivery
- Business case built with detailed process analysis and examination of automation suitability
- Easy collaboration with business and IT stakeholders across US, Europe and India
- Completely supported change management and automation adoption

BENEFITS DELIVERED

20 successful implementations within 24 months

- Improved process efficiency by 30%-80% with lesser manual intervention
- Freed up bandwidth of 10%-15% workforce, by automating repetitive processes
- Seamless transition from automation rollout to adoption, in a phased manner

INNOVATE WITH AN AUTOMATION FACTORY ENABLED BY INFOSYS!

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

© 2019 Infosys Limited, Bengaluru, India. All Rights Reserved. Infosys believes the information in this document is accurate as of its publication date; such information is subject to change without notice. Infosys acknowledges the proprietary rights of other companies to the trademarks, product names and such other intellectual property rights mentioned in this document. Except as expressly permitted, neither this documentation nor any part of it may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, printing, photocopying, recording or otherwise, without the prior permission of Infosys Limited and/ or any named intellectual property rights holders under this document.

Infosys.com | NYSE: INFY

Stay Connected     