



Enhancing Efficiency and Reducing Costs for a Leading TAMP

Key Challenges



- Low Net Promoter Score (NPS)
- High costs due to operational inefficiencies and employee turnover
- Lack of a centralized knowledge base, causing inconsistencies and inefficiencies
- Absence of standardized, process-driven methodologies leading to errors

Business Solution



- > Analyzed 250+ SOPs and conducted SME interviews to understand complex processes
- > Developed a transition roadmap, ensuring smooth handover and reducing dependency through a training repository
- > One of the key applications modified as per re-designed processes resulting in improved AHT and accuracy
- > Automated manual processes with RPA & AI, improving TAT, accuracy, and process efficiency with proactive controls

Business Impact



55%+

cost reduction through global delivery

20+

improvement in NPS

20%

reduction in TAT

94.5% to 99.51%

program accuracy significantly improved



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