Customer Success Story

Brent

London Borough Of Brent Council wanted an enterprise-wide Case Management system for Housing and Housing Needs Department to improve their ability to deliver a consistently high-quality stakeholder service experience and improve call center experience and customer interactions. Infosys has implemented an enterprise-wide Case Management system for Housing and Housing Needs Department.

- Deal Size - Confidential

- Duration – 3 years

- Vertical – Public sector

- Region - UK

Win Results

Infosys implemented Dynamics 365 CRM Customer Service. Functionalities implemented:
- Case management system
- Customer 360
- SLA management
- Mobile App to track vendor cleaning tasks

- Integrations between Legacy Systems with D365 CRM via Staging Database.
- High impact and proactive communication with customer team to ensure any dependency on them is quickly resolved.
- Reusable Integration solution with external systems for capturing master data along with real-time sync of transactional data.

Key Benefits:
- 15% reduction in call-handling time
- 24*7 system availability enabled faster transactions thereby resulting customer satisfaction
- 50% reduction in calls and letters through 'self-service enablement'.
- Manual effort reduced up to 50%

RioTinto

Win Results

Rio Tinto had scattered customer on boarding process with manual communication, reporting and coordination. Infosys has standardized and centralized customer service processes with a Dynamics 365 Customer Service (SaaS) application which has improved their customer journey and provided advanced reporting capabilities.

- Deal Size – Confidential

- Duration – 1.5 years

- Vertical – Mining

- Region - Australia/Singapore

Infosys implemented Microsoft Dynamics 365 CRM Customer Service. Functionalities implemented:
- Case Management
- Survey Management & Knowledge Base Management
- Advanced visualization capabilities through seamless integration with PowerBI.
- SAP integration via Mulesoft layer

- Trigger requests for KYC and Credit Assessment for customer information management
- Automated notifications and alerts.
- Automatically set Customer's on boarding status with identified Risk Ratings
- Designed data migration templates and utilized OOB data import capabilities in Dynamics 365 to migrate master & business transactional data

Key Benefits :
- Improved customer journey tracking
- Reduced overall time for KYC checks by 10-15%
- Consistent response to customer complaints across product groups
- Improved compliance with automatic checks
- Centralized reporting with advanced Power BI based NLQ & analysis capabilities

electricity north west

Win Results

ENWL wanted to implement a system that can create automatic and proactive communication for the end customers specially during storm situations and deploy a system that can provide one place view to the Contact Centre agents, of the multiple applications that client makes. Enable SLAs and automations to meet regulatory norms set up by the regulatory authority OFGEM in UK. Infosys implemented Dynamics 365 Customer Service solution to handle customer complaints & disputes.

- Deal Size – Confidential

- Duration – 14 months

- Vertical – Energy & Utilities

- Region – United Kingdom

Infosys implemented Microsoft Dynamics 365 CRM for Customer Service. Functionalities implemented:
- Customer complaint management system
- Integrated with multiple systems that the client utilizes for recording Outages, receiving Property data from suppliers, High volume call answering system, sending SMSs etc.

- Designed entities more configurable to enable System Administrators to maintain the master data changes.
- Seamless Integration with Outlook to enable enhanced collaboration
- D365 CS was integrator with Mitel CTI using custom CTI connector along with legacy system for bringing in faults data

Key Benefits :
- Improved customer satisfaction by 40% with the increase in staff productivity
- Reduced calls handling duration by 33%
- Easier view for Agents provides a complete picture of current & past interactions
- Consistent data, helping in better reporting for regulatory and internal purposes
- Automated nearly 30% processes to handle High volume calls