Achieving operational excellence through automation
A case study

Challenge

Inefficient, manual, support environment: lost information, long resolution times and rework

Design thinking to discover insights into the explicit and implicit needs of the business, organized to capture key themes

Voice of customer

Need better quality inputs to resolve faster

Change is difficult and learning can take longer

Team could perform more high value work, but tied up in repetitive, mundane tasks

Need analytics and reporting to be more transparent

Tracking used ineffectively

Complexity and priorities not considered, can't forecast demand

Tool to measure volume and performance used ineffectively

Need good management and efficiency to scale

A holistic intelligent automation program to address the issues

An always-on support function that redefines customer experience

Well managed operations
- 24x7 Support
- $1.2 million a year in reduced costs
- <2 days to resolve queries
- 20% reduction in user requests or issues
- 0 interruptions to business

Customer delight
- Increase in end user satisfaction
- Talent used for high value work
- End-to-end process optimization
- Information-based strategic decisions
- Enhanced data visibility and reporting
- Ability to take on new projects

John, Team member
Suzanne, Leader

Ceri & Roberto, Business Leaders

Daniela, Team Leader

Megan, Leader
Suzanne, Leader