

A LEADING CHEMICAL MANUFACTURER

ABOUT CUSTOMER

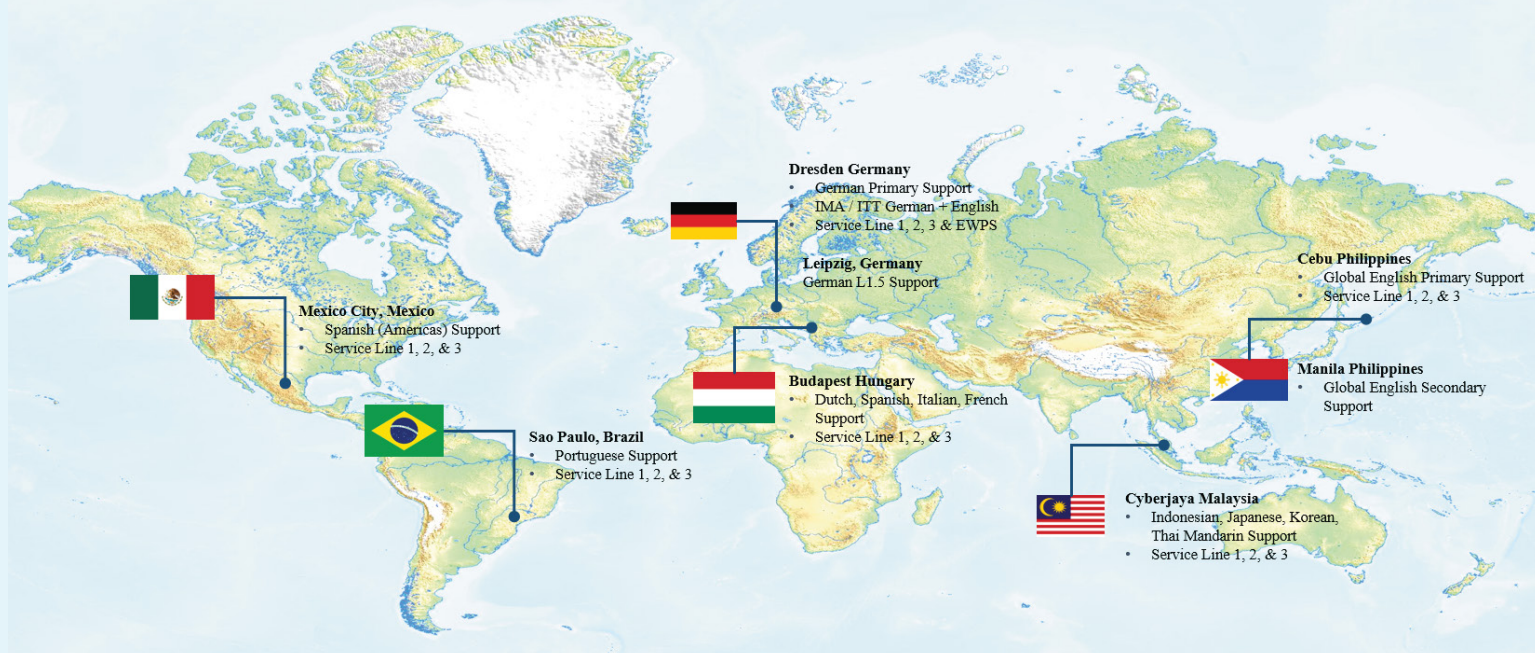
A European chemical company, which is the largest chemical producer in the world. They have customers in over 190 countries and supply products to a wide variety of industries such as pharmaceutical, construction, textile and automotive industries.

CLIENT MOTIVATION

Global consolidation of Infrastructure Service Desk contract from the current setup of different sourcing agreements across the global. Achieve a standardized service platform with quality as the first motto. A global partner that can provide language & IT knowledge along with enhanced services to improve quality, higher resolution rates, reflecting in new and improved KPI's.

CURRENT ENGAGEMENT

Service Desk operations is split between multiple Global locations, 24x7, 365 days of the year supporting volumes >1, 170, 000 tickets / year through Calls, Self-Service, Email, Web & Chat support channels.



TECHM SOLUTION

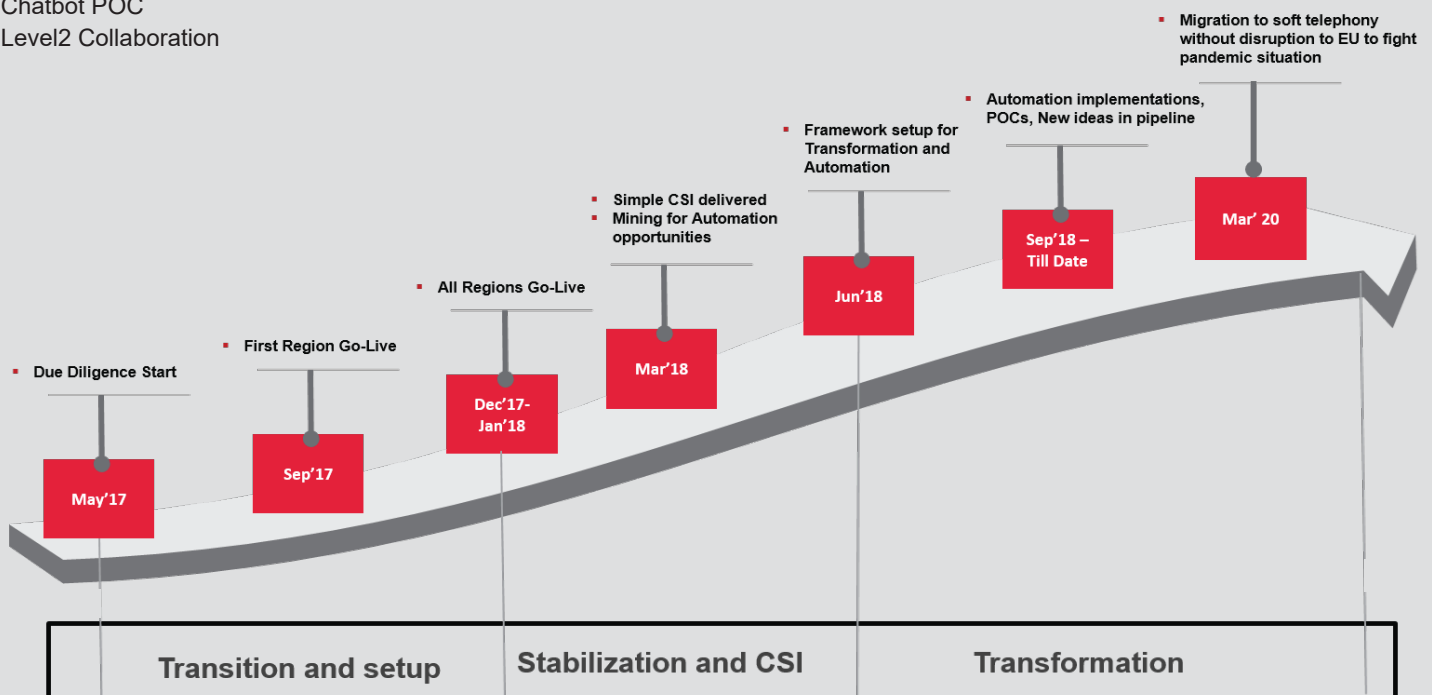
- TechM engaged with multiple incumbent to reverse transition, creating a central repository of knowledge base vetted by client - accessible to global service desks
- Global call center solution to manage arrival pattern and team staffing plan, deep dives led to planning for better telephonic metrics like ASA, abandonment etc.
- Vital training modules were created and agent deployment was completed at all global locations as per the agreed plan
- Early life support for European service desk was done 6 weeks prior to go-live date originally signed to mitigate risks on degradation of service by incumbent vendors
- Deployed proven T&T methodology – organization, people, process & technology
- 8 centers setup in 7 months, 400+ resources transitioned simultaneously

COMMITTED BENEFITS

- Consolidated vendors globally
- Process standardization done across regions to harmonize service standards
- Complaint reduction of 70% achieved on overall count as of Jan 2019
- SDR improved and sustained at 90% from sub 75% in 2018 with the induction of new operating model
- CSAT consistently above 90% in pro-active heat checks within user and client community (started at 63% in 2018)
- Partnered with second level technical groups on gaps and reduced peak hop counts from 32 to 3 as a standard improving overall wait time and service experience for customers
- Request automation done through RPA automation

ENGAGEMENT JOURNEY

- Global process for SD
- Innovation Forum
- Automation opportunities
- KM alignment, KDB evaluation & effectiveness
- Chatbot POC
- Level2 Collaboration



TESTIMONIALS



Confidence is the key to success in partnerships. I'm really glad to see how TechM is handling our services, giving your best for providing the support to our IBP, full of commitment, high professionalism and dedication. Good job!

Product Manager

Service Desk Operations NA & SA



WFH initiative is a tremendous success, the quick reaction and retooling of the agents to work from home has been outstanding. We all really appreciate the response.

Client Partner

Service Desk Operations NA & SA



ABOUT TECH MAHINDRA

Tech Mahindra is the BPO or BPM arm of Tech Mahindra - a USD 4.6 billion company with 117,200+ professionals across 90 countries, helping over 885 global customers

including fortune 500 companies. Tech Mahindra is amongst the Forbes list of Fab 50 companies in Asia 2016 list & in India's Top 50 Super Companies of 2016.

Entering a new era of transformations, Tech Mahindra has re-focussed energies towards 'Creating memorable digital experiences everyday' for customers.

We are part of the USD 19 billion Mahindra Group that employs more than 200,000 people across 100 countries. The Mahindra Group operates in key industries that drive economic growth, enjoying a leadership position in tractors, utility vehicles, information technology, financial services and vacation ownership.

