Tech Mahindra

REDUCED AUDIT WORKFORCE BY 80% FOR BEST IN-CLASS STAFFING AND HR SOLUTIONS PROVIDER

CASE STUDY

Background

The company is one of India's leading providers of human resources services to various industries and diverse functional roles, offering staffing, payroll processing, recruitment, compliance and training services. They have over 100,000 associates actively on their payroll in all the major cities and an enviable clientele list including the who's who of corporate India. All activities of the company are geared towards its broader mission of empowering communities with access to India's burgeoning economy and ensuring every person reaps the benefit of this growth.

Opportunity

The client runs a large support centre staffed with over 100 agents to assist its employees with various support queries. The centre provides support via telephony and email.Significant organic growth in the organization has meant that the need for these support services continued to increase. In addition to the current overload, the vision of thecompany was to double its top line while also doubling their profit margins simultaneously. This clearly meant that the current infrastructure was not scalable and needed a more efficient solution.

Solution

To address this issue and to improve the quality of the offering to its employees, the company deployed Tech Mahindra's email response automation and custom chatbot. Chatbots (more affectionately known as virtual assistants) provide a solution to both problems. Their infinite capacity helped the company free up their agents and scale the organization's efforts. Intelligent chatbots help scale customer support operations while utilizing their workforce only for escalations ,chatbots artificial intelligence ensures that the human resources are only used when they're needed, and that the organization communicates with the most people possible.

Tech Mahindra is a key enabler of our growth plans while continuing " to maintain the quality of service we provide our employees.

- Vice President, Employee Relations

Zen'3 bots were configured to interface with the core ERP for access to employee information. The bots are also integrated to the ticketing system based on Salesforce to keep track of all support activity. The rapid adoption of the bot surpassed all expectations, by drastically reducing TAT for queries. The bots respond to more than 60% of all requests made and escalations are routed to humans

"Tech Mahindra has significantly simplified access to information. I get responses in a few minutes instead of waiting for hours and have access to help 24*7"

- Employee

Calculated 6X
Return on Investment

Saves $600,000
Support Cost every Year

From 2 hours 12 minutes
Average turn-around time reduced

Total 730,000
Queries answered by the bots

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