ACCELERATING DIGITAL FLUIDITY WITH DIGITAL PROCESS AUTOMATION

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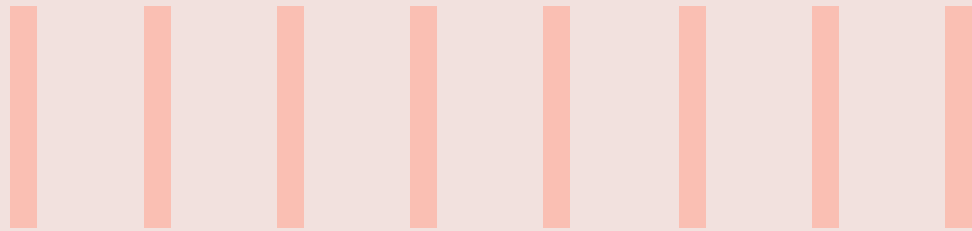
Fluidity Playbook

Infosys provides a well-defined Low-code No-code playbook on the fitment of the strategy for the application lifecycle and varied ecosystem needs. It helps establish stronger governance, operations, security, and monitoring mechanisms for scaled deployment, as well as a collaborative development model to ease community development.

Straight from the surfer's diary

State-of-the-art participant experience

One of the world's largest US-based investment firm, was looking to transform its recordkeeping business. Infosys DPA designed an innovative cloud-based recordkeeping platform, enabling greater insights and unprecedented personalization across 3 areas:

1. Creating a state-of-the-art, flexible and scalable new back office platform - through the lens of work elimination

2. Build a cloud-based, next-gen, state-of-the-art digital Contact Center platform that gives One Digital Face to the participants and provide seamless omni-channel experience.

3. Modernize the legacy plan rules system & integrates seamlessly with the core platform, user interfaces, payroll related services and other systems

Every surfer has a story to tell

Automating Customer Engagement

A group broadband and telephone service provider wanted a customer focused enterprise-wide business platform that can support its customer's digital engagement services efficiently.

Infosys developed a next-gen digital customer service platform for all customer experience touchpoints viz. web, app, contact center, retail stores, and chatbots that radically improved process efficiency and productivity. The business architecture was completely overhauled to integrate new acquisitions faster. The solution also enabled capabilities for real-time processing and automated decision-support services.

Key customer benefits include effective cross sell, and upsell improvement, personalized, contextual and consistent customer service across all products and channels.

In times of trouble, they paddled out fluidly

Streamlining policy issuance process

A US insurance firm needed a matured policy servicing platform that can transform the intake process for insurance and wealth products from manual & paper-based system to fully automated platform that's available across all channels.

When reduced efficiency and high turnaround times increases the 'NIGO - not in good order' insurance submissions, it invariably needs policy issuance and servicing transformation

Infosys helped the customer by enabling a new digital platform that was reflexive, easy-to-use with guided process assistance for advisors.

The implementation brought a 90% reduction in application processing overheads. The solution with its automated and error-free policy creation process, transformed the way agents handle policy submissions and customer communications, thereby saving a lot of time and effort.

Being the digital surfaholic who can ride any wave

Digitizing Welfare Entitlements

Infosys is leveraging the low-code power to build Entitlement Calculation Engine for one of the world's largest social welfare technology.

The transformation program aims at modernizing entitlement calculation process & policy making to quickly make policy changes without disrupting citizen services

It is one of the largest social welfare system transformations in the world, with the goal of providing customers with faster and more connected digital services, providing employees with a modern communication technology platform that makes their jobs easier, and positioning the department to meet government's future policy needs.

The unstoppable surfer

Process optimization to improve service

An American multinational coffee chain giant relied on manual processing of its service requests which led to longer SLA's that affected customer goodwill.

The corporate wanted an intelligent platform to automatically handle complex processes like onboarding, reconciliation of accounts and order creation to achieve service efficiency gains.

Infosys developed a templatized Robotic Process Automation (RPA) driven low-code platform for their end-to- end store set up and order management processes.

The solution with its automated, intelligent routing capabilities empowered case officers to resolve service requests immediately and thereby reducing order processing and call handling time.

Empowering global enterprises

Accelerating Fluidity with Infosys Digital Process Automation

Infosys Digital Process Automation helps customers to build business functionalities that begets tech benefit with iterative and self learning capabilities. It empowers enterprises by helping them to look at new avenues for cost saves and speeds up blue sky innovations by aligning to customers strategy statement.

Synonymous to a baseboard, the strategy helps to re-imagine platforms as single, collaborative technology landscape that can build superlative applications flexibly with the best-in-class tools and proprietary methodologies.

For more information, contact askus@infosys.com

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