



iOPEX helps a leading Telecom service provider **reduce operational costs by 25%**



## THE CLIENT

The client is one of the biggest telecommunications companies in the UK with operations in around 180 countries and 106,400 employees across globally.



## THE CHALLENGE

The client faced rising costs from their service center engaged in incident management support located in Italy. Some of the challenges faced by the client before engaging with iOPEX were:

- Rising costs in the Incident Management contact center based in Italy Large number of FTEs to manage existing processes
- Highly manual process leading to more errors, operating costs and SLA non-adherence

The client was on a process optimization program to leverage the RPA BP technology and deploy bots that covers 3 sub-processes in incident management, including Master Fault Ticket Management. They were also looking for a partner to participate in the discovery phase & project management from Solution Design to Implementation and automate maximum repetitive / rule-based steps.



## THE IOPEX SOLUTION

iOPEX conducted an extensive investigation exercise which included understanding and analyzing the existing processes and coming up with a delivery model that was appropriate for supporting the client's business requirements. Some of the services that we provided as part of this engagement:



## THE IOPEX SOLUTION (CON'T)

- Created RPA sprint models for various processes and started with Process Definition Document (PDD) to capture all keystrokes
- Conducted workshops with stakeholders / process owners, brainstormed to convert the as-is into a to-be viable solution-based process map with every step of the process clearly captured / defined
- The resources were deployed onsite and offshore & maintained in a balanced way to execute the project optimally
- Deployed an offshore Bot monitoring team to monitor all BOT activities, success, failures and exceptions proactively

iOPEX's ability to analyze data, re-engineer processes and provide precise process insights to the client was the key success to this engagement.



## ENGAGEMENT OUTCOME

The project was completed successfully and achieved the desired results as per the defined timelines by following the rigorous iOPEX optimization framework. The RPA implementation helped realize 25% savings in operational cost and also reduced the FTE headcount by 10%.

With the success of this Tranche 1 – Project which includes 3 Sub Processes of Incident Management, next set of BOT's for Development & Deployment of "7 Sub Processes - Order Management, Collections & Claims Processes" was sanctioned and is currently in the planning phase.



Our RPA expertise and on-time project execution for this engagement has earned us credibility and appreciation from the client and have opened doors for new projects at other locations globally.

## About iOPEX

iOPEX, is an intelligent automation and services company that drives digital transformation in user acquisition, service fulfillment, customer service and back-end operations. iOPEX was founded in 2009 and is headquartered in San Jose, US. Today we have over 1,600 employees servicing customers across the globe including Fortune 100 and some of the most world's most innovative companies.



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