

Banking and Financial Giant Reduces High Cost Effort by 63% with Mphasis



The Client

Our client is one of the largest Banking and Financial Services Corporation headquartered in the US. It has over 150,000 employees and USD 85 Billion in revenue.

Business Objective

The client's support system was facing multiple outages and one incident had a potential to trigger over 2,500 tickets. The client's resolution rate was low and improper incident alignment affected customer experience.

How Mphasis Helped

Mphasis setup a dedicated IVR channel to resolve all 2,500 tickets. Real-time status updates were provided to the clients, support groups, command center, and the service desk.

To improve resolution rate, Mphasis setup a dedicated team to screen all the tickets. The team directly worked with clients and end-users – reducing incident assignment to support groups. This in turn, improved resolution rate to 84% and resolution at the service desk improved by 50%.

About Mphasis

Mphasis is a global Technology Services and Solutions company specializing in the areas of Digital and Governance, Risk & Compliance. Our solution focus and superior human capital propels our partnership with large enterprise customers in their Digital Transformation journeys and with global financial institutions in the conception and execution of their Governance, Risk and Compliance Strategies. We focus on next generation technologies for differentiated solutions delivering optimized operations for clients.

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