



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 set up 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 set up 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 (BSE: 526299; NSE: MPHASIS) applies next-generation technology to help enterprises transform businesses globally. Customer centricity is foundational to Mphasis and is reflected in the Mphasis' Front2Back™ Transformation approach. Front2Back™ uses the exponential power of cloud and cognitive to provide hyper-personalized ($C = X2C^m = 1$) digital experience to clients and their end customers. Mphasis' Service Transformation approach helps 'shrink the core' through the application of digital technologies across legacy environments within an enterprise, enabling businesses to stay ahead in a changing world. Mphasis' core reference architectures and tools, speed and innovation with domain expertise and specialization are key to building strong relationships with marquee clients. To know more, please visit www.mphasis.com

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