

## Syntel helps Automate UK Based Multinational General Insurance Company's Contact Center Operations

### BUSINESS GOALS

A UK based multinational general insurance company was looking to reduce its operational expenditure and deliver improved customer experience through process automation. Their customer contact center operations constituted multiple application touch points and completing any single process (like policy enquiry, cancellation, premium payment, policy servicing etc.) required switching between a minimum of 3 to 4 applications, copy-pasting information from one application to another. Training costs for customer managers were high and improved MIS reporting and decision making was the need of the hour.



### BUSINESS BENEFITS

2X faster after call process

25% TCO reduction for automated processes

Improved customer and agent satisfaction

Standardized data and elimination of manual errors

Complete audit trail of activities performed by bots

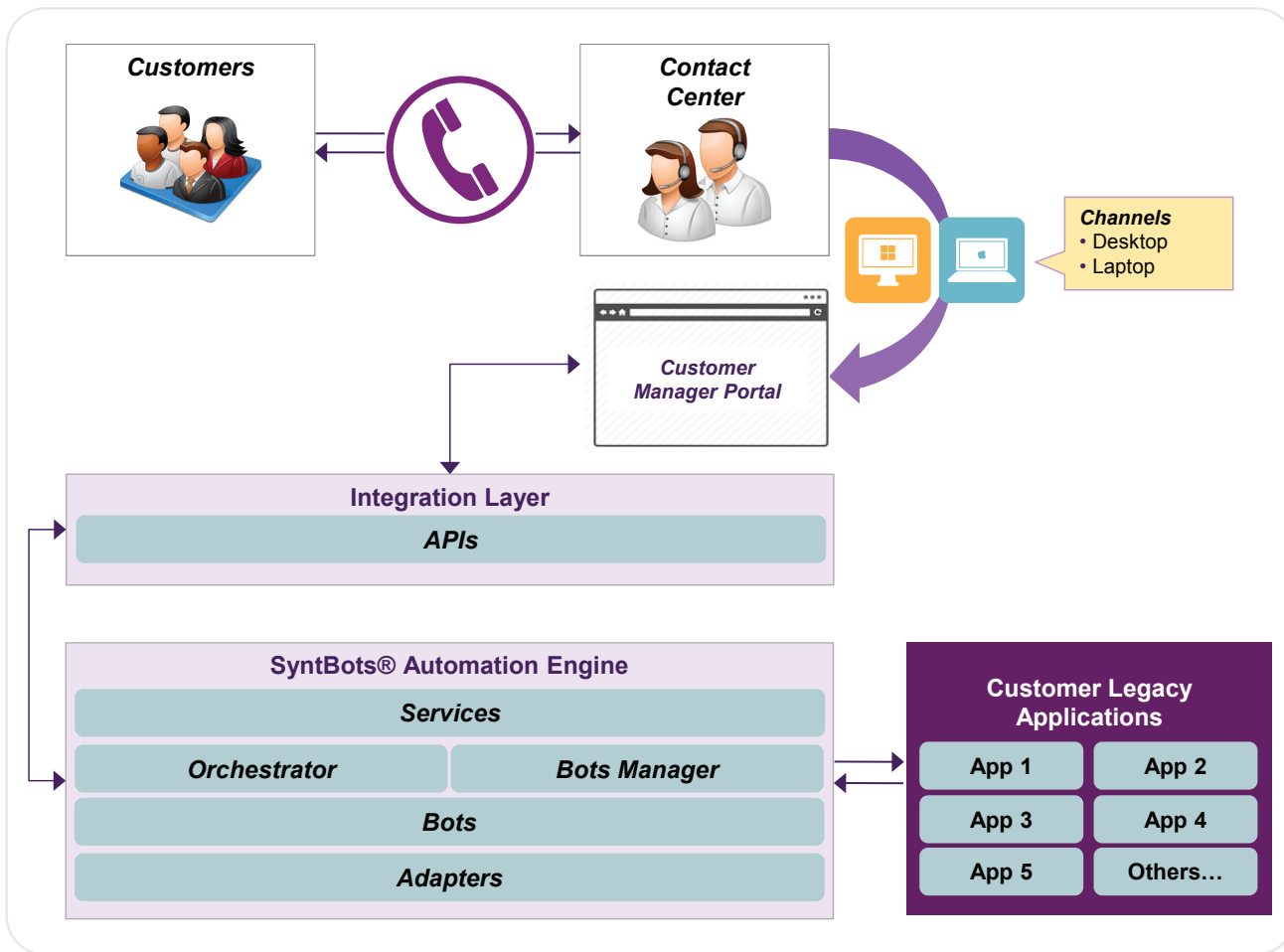
### CHALLENGES

- Need for a pure Robotic Process Automation solution that would adopt a non-intrusive approach with no impact on underlying legacy applications or database
- Lack of consistency and standardization across the various application touch points.

### SYNTEL SOLUTION

- Syntel identified the applications and processes that would deliver the greatest business impact if automated.
- A new customer management portal was created to integrate multiple application touch points, encapsulating all interactions in the back end.
- No changes were made to the existing systems and processes
- Robotic Process Automation led to improved contact center operations which now constitute a single screen with minimal data entry per process, reducing the call time by 50%.
- Agile methodology was adopted during the entire engagement.

## SOLUTION OVERVIEW



## VALUE ADDITIONS

- Improved system availability through proactive monitoring of different types of failures in production. Alerts are sent out to the support team mentioning the details
- Audit trail report generated by system showing details of all transactions (completed, failed) and the reasons for all failed transactions
- Automated reprocessing of failed transactions at the back end
- Maintenance dashboard to track business and technical failures

## CLIENT TESTIMONIAL

### Director of Operational Excellence

*"I wanted to acknowledge the milestone we have achieved today in getting the Personal Lines solution live and rolled out to our first users. Thanks to the effort of the whole team we now have a solid foundation on which we can build."*

### Pilot testing team

*"We have had a great first day on the pilot team supporting the guys. Every one of the team are very positive and upbeat about the pilot and cannot be more happy about less time needed at the end of their conversations and how easy the portal is to use."*

### About Syntel

Syntel (Nasdaq:SYNT) is a leading global provider of integrated information technology and knowledge process services. Syntel helps global enterprises evolve the core by leveraging automation, scaled agile and cloud platforms to build efficient application development and management, testing and infrastructure solutions. Syntel's digital services enable companies to engage customers, discover new insights through analytics, and create a more connected enterprise through the internet of things. Syntel's "Customer for Life" philosophy builds collaborative partnerships and creates long-term client value by investing in IP, solutions and industry-focused delivery teams with deep domain knowledge.

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