



Communications case study

Telecom company saves \$4.9M with RPA

An RPA solution increases operational efficiency and enhances customer experiences.

The challenge

As one of Australia's largest telecommunications companies, our client utilizes multiple vendors to deliver robotic process automation (RPA) across its business. To better meet the growing demand for internet access, the company was confronted with the challenge of upgrading its network while helping customers transition seamlessly to the National Broadband Network (NBN), a new time-critical connectivity for telecommunications. The company also needed to replace its existing copper cable telephony network that was approaching end of life. This could not be delayed without significant detriment to customer satisfaction.

Additional challenges included:

- Complex and labor-intensive processes
- Lack of a safe application testing environment due to legacy systems, forcing first-time accuracy production
- Older operating systems, leading to additional care and effort to ensure smooth application rollouts

Cognizant already had a strong partnership with the company, providing quality service over the span of three years. Our previous work with the client included reducing the time taken to connect with customers and improving cost per connection.

At a glance

We helped one of Australia's largest telecom companies deploy a digital workforce that included over 50 bots. With our expertise of RPA in telecom, we helped the company streamline processes and improve service cycle time, quality and overall productivity. This also allowed the company to provide faster and better experiences for its customers. Business benefits include:

- 50% decrease in QA time
- \$4.9M saved in costs
- 6 days decrease in service cycle time
- 28% increase in QA bot efficiency
- 14% decrease in complaints cycle time
- 67% decrease in aged complaints

For this engagement, we took a proactive approach to understanding our client's pain points and planned how we could streamline processes and increase efficiency. Due to our experience with using RPA in telecom, the client sought our help to:

- Reduce service costs
- Improve service cycle time and quality
- Enhance customer experiences
- Reduce operational costs
- Optimize both the human and digital workforce

The approach

We deployed a large digital workforce that included over 50 bots working 24/7 and dedicated to one process. This highlights the complexity of the project, as typical cases deploy significantly fewer bots to handle a single process. In total, two processes were automated with RPA: the client's order build process and QA process. The order build process was automated to improve service cycle time, allowing the company to better meet customer demands in a timely manner.

Prior to this project, our client did not have a user acceptance testing (UAT) environment for application rollout due to outdated systems that were in place. Therefore, rollout occurred directly

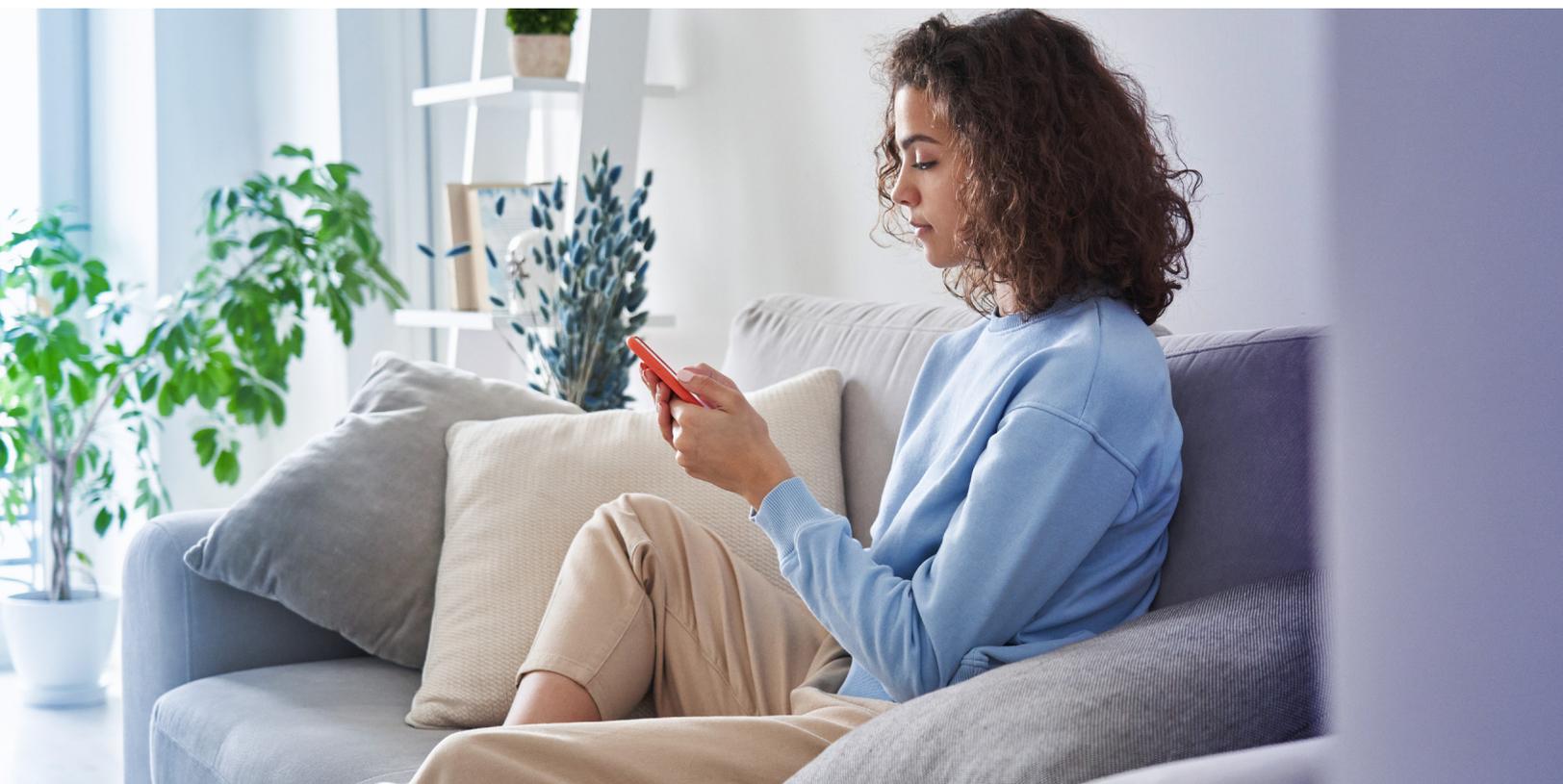
in the production environment and meant that the company needed first-time accuracy to avoid process delays. Automating the QA process with RPA increased first-time accuracy in delivering correct orders to customers and reduced hours of handling time.

Business outcomes

We helped our client stay true to its vision of empowering people to connect through world-class technology. Using RPA, we helped the company save 125 minutes per order. What typically took our client several days to execute and deliver now takes just one day—and allows the company to deliver multiple orders in the same day. We also helped optimize delivery costs and reduce labor and head count, resulting in cost savings for the business. Due to automation, our client was able to downsize from two business process outsourcing (BPO) providers to one and further downsized the team of that BPO by more than 50%.

Enhanced customer experiences

Through the introduction of a scalable digital workforce, we enabled the company to operate more efficiently and reduced the need to train humans to handle complicated processes. Due to reduced labor from automated processes, existing staff can focus on higher-value work.



As a result, our client is now able to deliver applications with a higher first-time accuracy and quicker time to market. In addition, the company can better meet the growing needs of end customers, delivering faster connectivity and reducing service cycle times to an average of 29 days. With RPA, our client can provide faster and better experiences that delight customers.

Other business benefits include:

- 50% decrease in time spent doing QA, leading to increased operational efficiency
- \$4.9M saved from delivery cost optimization
- 6 days decrease in service cycle time, enabling the company to scale and better meet customer demands
- 28% increase in QA bot efficiency
- 14% decrease in complaints cycle time
- 67% decrease in aged complaints

By deploying bots for their key processes, our client can attract more business and become more competitive while reducing the need for manual intervention. In addition, they can better serve customers by increasing order accuracy and reducing cycle time. As a result, the company's automated processes will save the business millions of dollars in operational costs.

Our partnership with the client was awarded with a year-end partnership performance accolade for the Cognizant Digital Business Operations (DBO) "order to activate" operations. We delivered a positive net promoter score (NPS) beyond the set target and provided clear evidence of a substantially improved end-customer experience for the client, resulting in the company's recognition of our DBO delivery team's outstanding performance.



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