

A global leader in business process management counts on SummitAI for optimization of their resources.



IMPLEMENTING SUMMITAI RESULTED IN:

- Streamlined IT Services
- Automation
- Improved CSAT Score

The global leader in business process management combines technology-powered services in automation, analytics, and digital with domain expertise focusing on back-office processing, contact centres, and HRO solutions to deliver transformational impact to clients. With over 45,000 employees across the globe helping create value through innovation, the company takes pride in providing seamless experience to customers across channels with a history of being globally local.

THE CLIENT WAS GRAPPLING WITH THE FOLLOWING CHALLENGES:



DISTRIBUTED OR SILOS OF EXCELLENCE TOOLS

Multiple tools in multiple geographic regions were posing challenges in terms of aggregating the data together and deriving valuable insights. The client was seeking an integrated tool, which could be used for complete IT services management.



COMPLEX EMPLOYEE ONBOARDING PROCESS

On and offboarding of employees and smooth change management was a challenge due to the lack of single tool or process.



LOW INTERNAL CSAT SCORE

Poor IT services led to low CSAT scores.

