

HCL BPO's solution leads to marked improvement in Client's customer service levels

Case Study

The Client

The client is a UK based provider of outsourced services covering pensions, administration, payroll and annuity. The client's Pensions Payroll Services make payments totaling more than £7 billion to over 1.5 million pensioners and their dependants, in 189 countries throughout the world. This covers all aspects of DB and DC pension schemes and annuity administration.

Business Need

The client was confronting a problem of inadequate number of skilled resources and non-standardized processes which was leading to poor customer service and a non-existent knowledgebase.

HCL's Solution

HCL BPO engaged with the Client in the area of Pensions, Payroll and Annuities, IT and Infrastructure. The organization worked closely with the client on Business Processes Engagement, Business Process Optimization and Business Process Re-engineering of back office and front office functions. While the back office and rules-based processes were off shored, the front office processes were retained onshore. Industry-wide best practices of Lean, and 6 Sigma for process rationalization were deployed.

HCL BPO also engaged with the client on IT application development, support and maintenance, and aided process optimization through rationalization of platforms and IT applications

Results

With HCL BPO's outsourcing services, the client witnessed a marked improvement in customer service levels thanks to accurate and timely service. The client also benefited from the flexibility to acquire new clients within short period of time. Process Re-engineering led to the successful automation of many other activities.