

# Tech Mahindra Navixus™ Achieves 37% Voice Call Deflection for a Leading Financial Service Provider with CCaaS Implementation

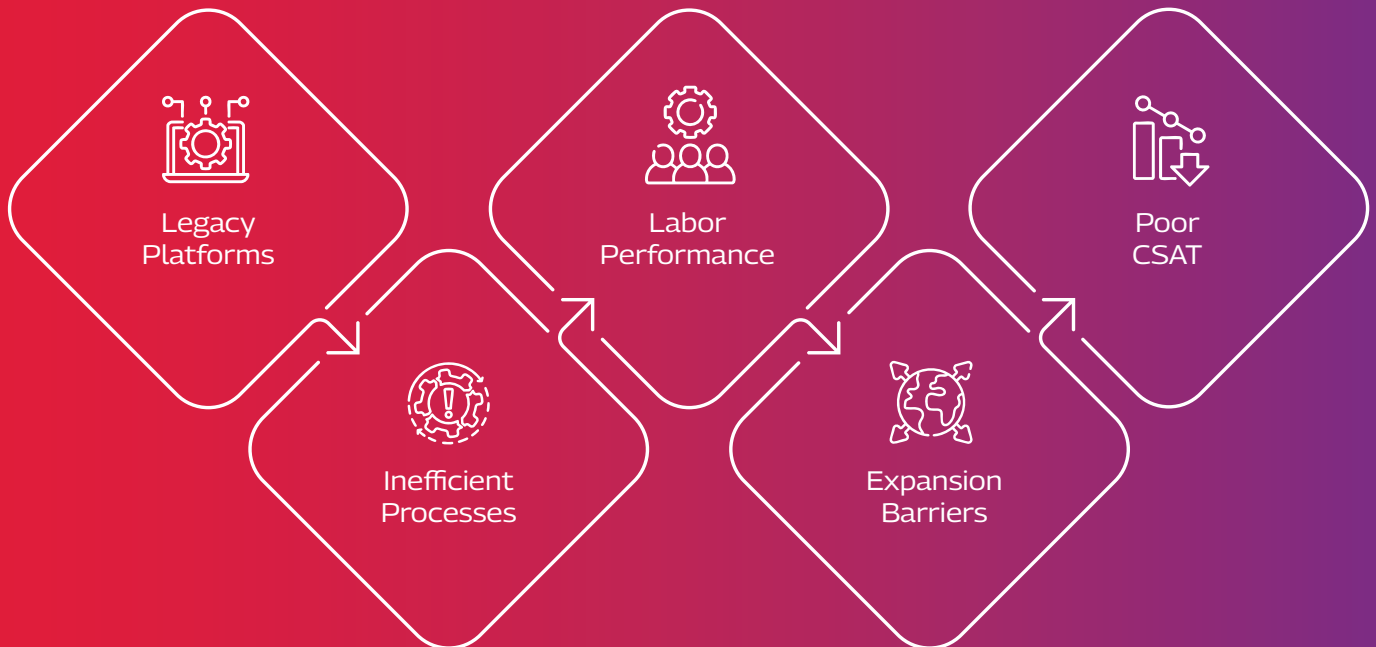


## Overview

Our client, one of the leading financial service providers, was undergoing rapid global expansion. This led to the need for a sophisticated contact center solution capable of supporting its expanding operations across its global locations. They partnered with Navixus™, the digital transformation business unit of Tech Mahindra BPS, specializing in contact center as a service (CCaaS) solution and ongoing optimization for the CCaaS platform support. Through CCaaS implementation and improved technology-managed services, the client achieved 37% voice call deflection to self-service and other digital channels.

## Client Background and Challenge

The client is an emerging financial services provider that experienced hyper-growth and quickly became a leader in the industry. Embracing a digital-first approach for their expanding operations, they sought a solution provider to manage their CCaaS implementation, along with ongoing support and optimization. Moreover, they required a unified solution across global locations to provide their agents with a common interface while minimizing license and telecom costs. The key challenges to be addressed were:



## Our Approach and Solution

The Navixus™ team initiated a discovery and requirements assessment to understand the scope and scale of the project. Following this, a comprehensive solution for both outbound and inbound services was designed. This solution enabled the client to leverage the CCaaS suite, with a special emphasis on adding self-service channels for cost efficiency. Some of the key actions taken included:



Deploying preferred CCaaS platform with an emphasis on outbound strategy that focused on revenue generation improvement.



Adding self-service channels or bots and customer verification to shorten and deflect calls from live agents.



Completing digital-first omnichannel routing including social media, email, and chat to further deflect voice calls.



Implementing a third-party application to bring sensitive client data into PMI compliance.



Migrating support to third-party CCaaS-managed technology services for effective operations.

## Business and Community Impact



**27%** increase in revenue generation and collections.



**37%** of voice calls were deflected to self-service and other digital channels.



**100%** adherence to SLAs for 16 of 17 quarters.



**99.9%** uptime of cloud-based voice services platform over 17 quarters.



For more information, please write to us at [BPSMarketing@TechMahindra.com](mailto:BPSMarketing@TechMahindra.com).

## About Tech Mahindra

Tech Mahindra (NSE: TECHM) offers technology consulting and digital solutions to global enterprises across industries, enabling transformative scale at unparalleled speed. With 150,000+ professionals across 90+ countries helping 1100+ clients, Tech Mahindra provides a full spectrum of services including consulting, information technology, enterprise applications, business process services, engineering services, network services, customer experience & design, AI & analytics, and cloud & infrastructure services. It is the first Indian company in the world to have been awarded the Sustainable Markets Initiative's Terra Carta Seal, which recognizes global companies that are actively leading the charge to create a climate and nature-positive future. Tech Mahindra is part of the Mahindra Group, founded in 1945, one of the largest and most admired multinational federation of companies. For more information on how TechM can partner with you to meet your Scale at Speed™ imperatives, please visit <https://www.techmahindra.com/>.



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