

Driving Scale and Adoption of New Technologies

Our client wanted to **leverage automation to improve services quality and efficiency**

A large global business process service provider wanted to leverage automation to provide **higher quality and more efficient services** for its customers, but the leadership was having difficulty developing a plan and getting it started.

While they knew automation would result in significant benefits – including **improvements in quality, efficiency, security, auditability, cycle time, and accuracy** – the organization was in conflict over the automation solutions' impact on their top-line revenue, and **needed help developing a model** to select the right accounts and processes, as well as a **plan to scale automation initiatives** beyond the first phase.

we brought a
structured approach
to identify opportunities that were
predictable and repeatable



By **analyzing and comparing** our client's HR data with market data – by function and sub-function – and **integrating it with our insights** into their customers' industries, we were able to **narrow their focus to few high-yield opportunities**



Once we identified high-yield opportunities, we helped our client **assemble a highly skilled team** across technologies, customer process, and process excellence (e.g., six-sigma black belt), to move forward with key opportunities



This helped **eliminate the barriers** that arose later in the process, and **fast track solution design and project-build-out planning**

We helped our client understand both the short- and long-term implications of automation, not only on their business, but also on their clients as well. As a result,



We brought focus to the **short- and long-term benefits and risks**



Helped our client understand the **change management strategies** needed across **internal and external stakeholders**



That helped **align interests** across the company and its employees, shareholders, and customers

30-60%
resource reduction

Our research indicated that automation could generate a **30-60% reduction in resources**. As we dug deep into some of our client's processes, we identified some functions that actually **exceeded our earlier estimates**.

The projects we launched as part of our initiative benefitted both our client and their customers

- It helped our client **modernize their delivery** for new pursuits and to stay ahead of the competition
- Beyond price reductions, our clients' customers saw **increased service quality and speed, reduced cycle time, increased security, and improved accuracy**

benefitted
our client
and
their customers

We bring a unique perspective to this challenge:

- While other management consultants may have been able to help our client, we walk in with a **deep understanding of our client's business**. It's fun to lead the client from the front!
- Our unique perspective – with thought leaders and problem solvers who focus 100% on services – enables us to see **disruptions and opportunities** as they emerge.
- Unlike others, we can leverage our **primary research to develop deep insights** to help our clients drive to the exact right level of automation in their service delivery.

Contact **Michael Hedegard**, Associate Partner, to learn more about how we can help you with your automation challenges.

michael.hedegard@everestgrp.com | +1-214-451-3094