

Business Process Management CoE

Customer Experience Management

The future of customer experience lies in the realms of readiness to digital transformation, efficiency improvement and company-wide process alignment. To enable an experience driven eco-system, its important to identify performance levers and impact parameters.

Experience is everything

GET IT RIGHT

The future of customer experience (CX) lies in the realms of readiness to digital transformation, efficiency improvement and company-wide process alignment. To enable an experience driven eco-system, it's important to identify performance levers and impact parameters.

Customer experience (CX) is the new marketing battlefield. More than two-thirds of marketers responsible say their companies compete mostly on the basis of CX, according to the 2017 Gartner Customer Experience in Marketing Survey¹.

Customers have strong opinions about the importance of service, and do not hesitate to share them through a variety of communication channels.

Companies that do not listen to the voice of the customer (VoC) and do not address their customers' needs, risk losing business and revenue, as well as their reputation. Excellent customer service and support is no longer an option; it's a strategic imperative. Bottom line, it's no longer enough to have great product or service, organizations need to be great across all enabling functions and especially customer service department.

FIS is a global outsourcing pioneer with over 40 years of experience in managing people, process and technology. Gartner has recognized FIS as a leader in Contact Center Management market. FIS differentiates itself in providing excellent customer service by infusing intelligence and business value for our clients.

FIS leverages its unique operations delivery model reinforced with actionable insights driven by powerful analytics and application of advanced technology solutions, to deliver best-in-class experience at each and every interaction with your customers via voice or non-voice channels.

FIS' global delivery footprint across US, UK, Brazil, India and Philippines allows us to provide custom made solutions to address client challenges. Through the thought leadership of our management and philosophy of providing premier services to our clients, we differentiate ourselves as a unique partner who offers so much breadth and depth of solutions to our clients. For us, it's about helping our clients win. Doing that means not only understanding our clients' business and delivering the highest level of CX, but also never assuming that yesterday's win can get us through tomorrow's game.

¹ For Gartner Customer Experience in Marketing Survey, 2017



Ingredient for GREAT EXPERIENCES



Onboarding
the Program



Stabilization
of Operations



CX
Enhancement



Contact Center
Efficiency
Improvement



Digital
Transformation

Performance Levers and Improvement Parameters: A snapshot of your Journey with FIS

FIS' robust approach focuses on both **RUN**ning the operations and **TRAN**formation. While former focuses on delivering day-to-day process metrics consistently, later drives efficiency and effectiveness beyond metrics. From onboarding the client to transformation, FIS leverages business insights and technology solutions.

INSIGHTS

Precursor to delivering excellent CX is intelligent ecosystem where right decisions can be taken based on actionable insights. FIS' investment in speech and text analytics coupled with strong data science and SMEs, deliver insights that bring business value to our clients. Some of our insights include NPS insights through PPSA analysis, Benchmarking insights, Sentiment insights, Deflection insights, Customer Journey insights etc.

TECHNOLOGY ENABLERS

As a leading technology solution provider in the market, tools and technology are integral part of FIS delivery. For any customer service engagement, FIS leverages a mix of industry and in-house tools to deliver operational excellence.

HIRING: Previsor, Versant, Meritrac

TRAINING: FLIPs, Learning University, Simulation and gamification enabled learning modules

WFM: Prevision, IEX, Virtual Aux

QUALITY: QES, NICE

BI/REPORTING: OneView

OPS EXCELLENCE: Evangelize, Channelize, Mine2Mint

EMPLOYEE PORTALS: HRSD, Workday

Companies that prioritize investment in customer experience (CX) have better revenue growth (59% vs. 40%) and are more profitable (64% vs. 47%) than companies where CX is not a priority

If CX Is Not Your Business Priority THEN MAKE IT NOW

SUCCESS STORY

FIS' Prepaid Solutions operations required optimization of quality assurance resources by moving into a global delivery model. Experts from Application Services team customized the QA process to align it to globally distributed team

Automation-led efforts reduced regression testing time by 75 percent

Delivered the expected cost savings and also leveraged trained junior resources as part of the team composition

WHY FIS

Diverse Solutions: FIS offers a blend of pure play RPA technologies, AI based in-house solutions, reselling relationships and advisory capabilities.

Operations and Process Transformation: for large engagements driving significant cost savings to clients

Adaptive Engagement Model: FIS offers a variety of engagement models from co-sourced or managed service COE model, to providing guaranteed outcomes

Be-Spoke Solutions: Ability to bring together machine learning, autonomies, BPM and core development skills to build platform based solutions that address industry challenges



www.fisglobal.com



twitter.com/fisglobal



getinfo@fisglobal.com



linkedin.com/company/fisglobal