

## Netlink Analytics Platform Implementation, Radio Broadcasting service provider

### Scope

- Mail-room operations
- Enterprise Content & Document Management
- Data Capture
- Scanning & Indexing
- Document Archival & Retrieval
- Application Development
- Customer Support Services
- Workflow Management
- Automation Services
- Address Cleansing Services



### Business Challenge

- Manual back office customer support operations causing higher cost and low customer service quality
- Fragmented and point solutions not providing operational transparency with customer needs/issues
- Higher customer service process time and overall lower satisfaction

### DeltaPlatform Components Utilized

- BPaaS: Netlink Analytics Platform - Customer Provisioning, Servicing and Support
- PaaS: Contact Center, Delta Integration Bus, Content Management, Scanning, Imaging, Digitization, Content Storage, Project and Service Delivery Management tools
- IaaS: Core Infrastructure , Infrastructure Administration and Add-on Services

### Results

- End to end business process solution that included integrated Lockbox services, image capture of documents associated with the Customer Care Center
- Web Portal with an Image Enabled Workflow Solution and customized business analytics & reporting
- End to End Automation of Manual Work Tasks

### Business Results

- 60% SLA improvement
- 50% + lower customer service time
- Improved Customer Satisfaction & Retention



- Higher revenue and margins