

TDX success story

BT increases collections by over £1 m per year through the implementation of real time query portal technology

Client description

- Telecoms provider

Business needs

- Manually compiling DCA queries and complaints on spread sheets was leading to significant process issues for BT

TDX solution

- BT chose to utilise Real Time Query Portal technology for managing external DCA queries



Challenges faced

- Manually compiling DCA Queries and Complaints on spread sheets was leading to significant process issues for BT
- Long query response times
- Poor audit trail made root cause analysis difficult
- Manual process was resource intensive
- Estimated lost opportunity from sub-optimal query process of >£1 m per year.

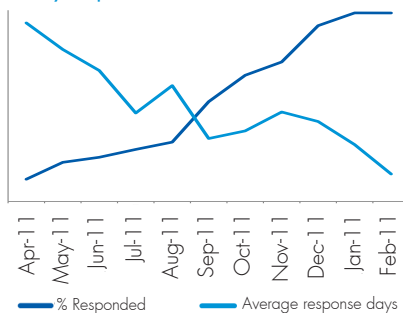
Solution

- BT chose to implement TDX's real time Query Portal across their entire outsourced portfolio, managing in excess of 1.5m accounts and 50,000 queries per annum from 20 DCAs
- Implementation was completed over a 2 week period with minimal IT integration required by BT
- The solution gave BT a comprehensive view of their Query process for the first time
- Red, Amber and Green SLA flags were attributed to queries to allow the query team to prioritise the oldest queries
- MI and Workflow management provided by the Query Portal enabled BT to optimise resource allocation, reduce resolution time and ensure all queries were responded to.

Results

- 100% Query response rate resulting in a 30% uplift on queried accounts
- Improved MI and workflow enabled average response time reducing to less than 5 days resulting in a 20% uplift on queried accounts
- Leveraging batch upload of copy bills automated response to 20% of all queries saving significant manual resource
- Over £1 m uplift in collections realised over the first 12 months of operation

Query response time



“The implementation of TDX's query portal technology has been transformational for BT. It has enabled us to move to best in class management of outsourced queries and complaints, which has been key in an environment of increasing need to maximise cash recovered and meet regulatory requirements.”

Dominic Briggs, Head of Consumer Billing – BT Retail