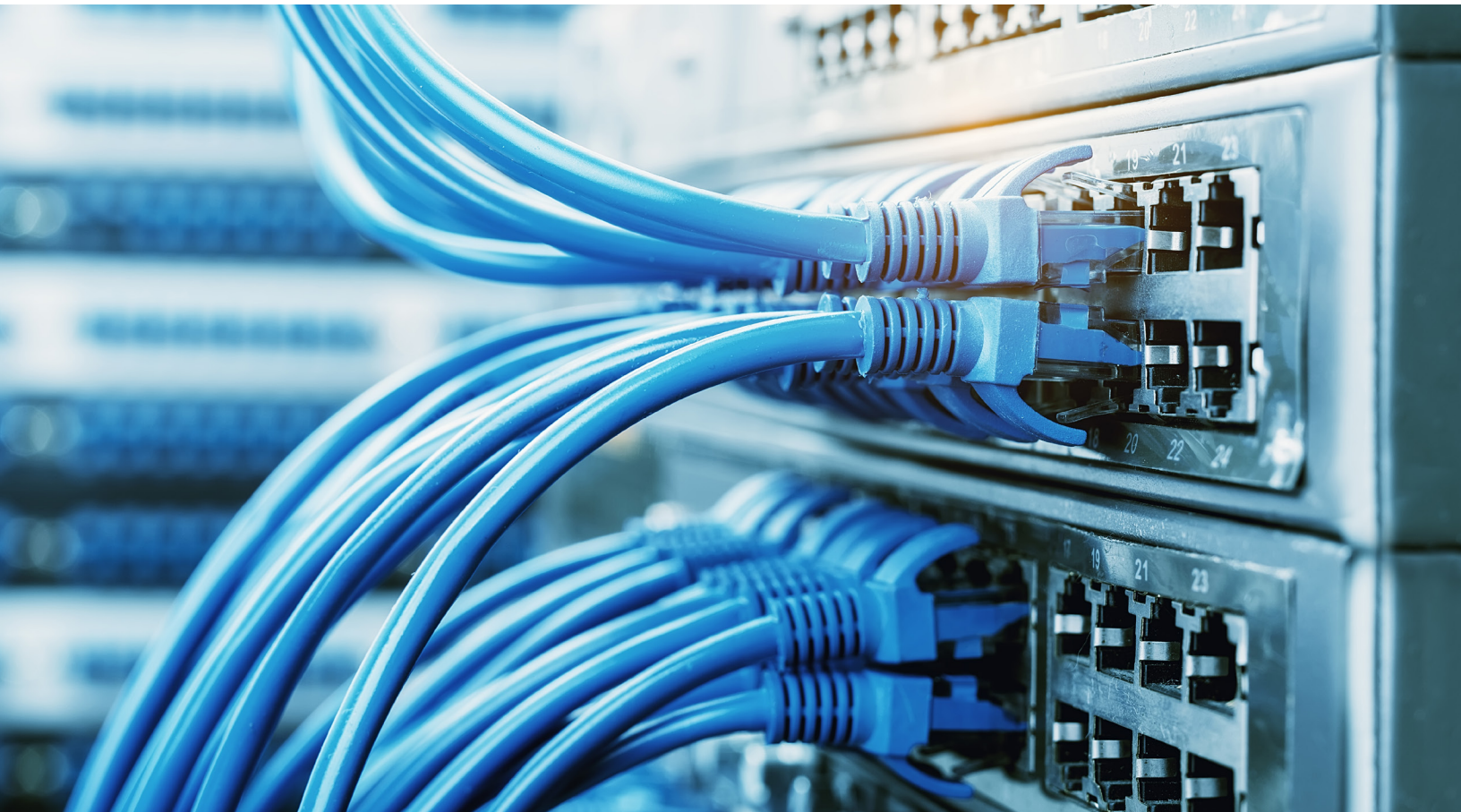


## DIGITAL TRANSFORMATION FOR A LARGE TELECOM PROVIDER IN EUROPE

Client - Large Telecom provider in Europe



### Challenge

The most ambitious digital transformation in the history: client partnered with Infosys to evolve its business, support new ways of working and collaborating in delivering an amazing customer experience across all channels.

### Solution

Infosys lead the strategy and the implementation engagement. Infosys solution included large-scale Digital transformation across CSS / BSS, migration of Legacy system to the new platform while continuing to develop features on existing platform.

### Key solution highlights:

- SPA built on Angular and AEM combining data and templates producing pages on the browser
- Angular 1.5, AEM 6.3 and Atomic UI Design for building a Responsive Portal for Self-care capabilities
- Unified Digital Adobe Platform providing ease of maintenance, reusability and scalability for new web properties / acquisitions
- Development Methodology combining Adobe and UI using HTL for best practices in bringing a cohesive model yielding benefits of reusability and platform maintenance

Infosys envisioned and designed a complete customer engagement platform that maps across all customer journey touch points, the decision framework and the customer genome. We created Unified Release Model for multiple Web tracks in collaborating with Multiple Vendors in bringing a seamless experience for the client and new / To-Be acquired businesses. Infosys created a single Platform delivering benefits for scalability and optimize operational cost by removing redundant systems. We followed a phased approach delivering benefits early by feature prioritization and consolidation with clear roadmap.

## Benefits



The project achieved substantial benefits including multi-million USD reduction in credits over three years



Reduction of 221k calls/year



Moved interactions to better channels and resulted in Increase in agent speed and competency

For more information, contact [askus@infosys.com](mailto:askus@infosys.com)

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