

Digitization of Customer Order lifecycle
for a leading UK based retail client



Incessant along with Appian helped the Operations team of United Kingdom's leading Department store retailer to automate and streamline their Ordering and Invoicing processes.

Executive Summary:

Our client operates more than 40 Departmental stores with more than 90000 employees throughout England, Scotland and Wales selling everything from apparels, electrical goods, food & beverages, household goods, etc. In order to succeed and efficiently handle specific customer orders like Fitted Kitchens, Floor coverings, made to measure curtains & blinds, our client needed a single unified BPM suite that would create a seamless and efficient customer experience through collaboration.

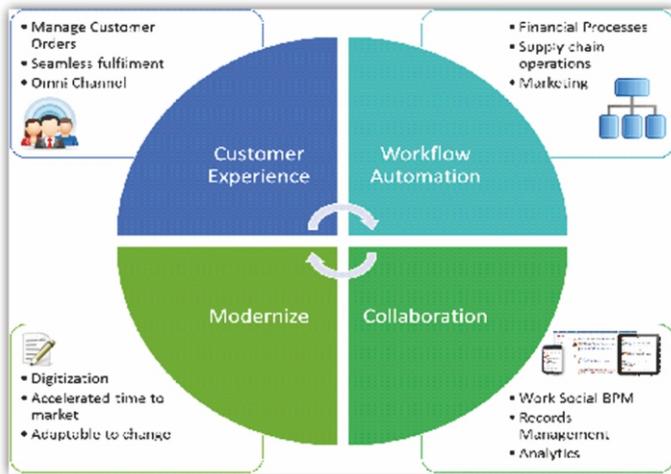
Business Challenge

Our Client was looking for a Business Process Management solution that will help to improvise and optimize the customer journey through digitization and data automation and revolutionize the Customer order lifecycle.

Solution Overview

Incessant has delivered a robust Application which can be accessed by the Client employees & their customers. The Solution emphasized on the following aspects:

- Enabling the Customer to shop online and getting lot of options to choose without physically going to the store
- Centralized and audited storage of all data, including invoice and customer information
- Providing tools to monitor the internal performance and workload allowing the Management to respond quickly to demands
- Installation and configuration of the Appian BPMS platform on Development, Test and Production instances within the Appian Cloud environment
- Providing a period of post implementation support following the production deployment



Engagement Benefits

- Overall shopping experience was automated resulting in increase in business
- Invoice generation was automated which helped the client to ensure that correct invoice was generated resulting in lesser possibility of credits in future
- Overall processing time was reduced to a significant extent
- Mobile enabled application allowed the users to have the flexibility to process and work on tasks on the go
- The application was initially used by 200+ internal users of the Client
- Entire Invoicing and Customer data was converted into electronic format and stored in Content Management System for auditing and efficient retrieval

About Us

Incessant Technologies, an NIIT Technologies company, is a leader in Digital Integration and agile delivery of enterprise iBPM solutions. With proven expertise in leading IT solutions involving iBPM, CRM, Case Management, ECM, Middleware, Analytics & Decisioning delivered across digital channels, Incessant has developed innovative go-to-market solutions leveraging partnerships with leading iBPM platforms providers like Pegasystems and Appian. With a focus on Financial Services, Insurance, Travel & Transportation, Government, and Manufacturing, Incessant empowers organizations to exceed business outcomes globally. Incessant (ISO-27001 certified) is ranked in the '20 Most Promising Banking Technology Solution Providers- 2015' by CIO Review and Top 10 Most promising Services Companies in India' by Silicon India (US Edition).

Why Incessant

- 200+ successful BPM implementations & 1200+ person years of rich BPM experience
- Proprietary BPM software delivery methodology, Incessant Delivery Assurance (IDeA)
- Unique Diamond project staffing model with 70% seasoned resources versus industry standards
- Rich BPM experience to build insightful go-to-market solutions with competitive advantage & higher ROI to customers
- Unique One year Talent Onboarding with Technical & Domain enablement before project go-live
- Top Ranked consistently in Appian's A –Score program on methodology proficiency and delivery quality

Clientele Snapshot

- One of the reputed government agencies in Australia responsible for overall management of State cabinet, investment and infrastructure including regional and economic development
- One of the largest & pioneering banks in USA & rest of the world with diversified business units ranging from consumer, corporate and institutional banking to financing, investment management, insurance and brokerage
- One of the world's leading organizations of independent assurance, tax and advisory firms based out of UK
- One of the world's largest Clinical & Contract Research Organizations (CRO) with operations in 50 countries supporting top 10 Pharma & Biotech companies
- One of the world's largest Insurance Broking and Risk Consulting Companies with a client base across 100 countries
- One of the world's leading subsidiary chain of department stores operating throughout Great Britain One of the world's largest life insurance and Pension Groups in UK with over 40 million customers worldwide
- One of the pre-eminent global investment banks based out of Australia offering banking, financial, advisory and investment services to investors, corporations and government

Client Quote

"We use Incessant Technologies to provide BPM services. This is not just for development but also consulting services around design and architecture. We have been very happy with Incessant and in my personal opinion I do not think you will find a better vendor to provide BPM services."

**- IT Manager
Leading Investment Bank
Australia**

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Orchestrating the **Digital** Enterprise

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