



Siemens Information Services Increases Productivity by 20%, Saves 5 Million Rupees on Infrastructure



Siemens Information Services Pvt. Ltd. was established in 2002 to provide back-office account processing services to Siemens' vendors. The company works with Siemens' Healthcare, Energy, and Industry divisions in Europe, the United States, and parts of the Asia-Pacific region. It approves financial services such as processing payroll, accounts data, purchase orders, invoices, and payments, and also creates service catalogs for its customers and internal teams. Siemens Information Services currently employs more than 1000 staff at two offices in Bangalore and Chennai.

Customer:

Siemens Information Services Pvt. Ltd.
Bangalore, India
www.siemens.com

Industry:

KPO

Technology Used:

Oracle CRM On Demand

"Oracle CRM ON Demand provides us with a complete view of each customer's data from the moment they log a request to the time we close it. This has eliminated manual requests and improved the service we offer to our clients across the Asia-Pacific region."

– Sunil Zutshi, General Manager, IT, Siemens Information Services Pvt. Ltd.

Business Challenge

- Implement an online customer relationship management system that allows the company to process, assist, correspond, solve and provide service related to payroll, accounts payables data with partners, vendors, and employees across different internal and external organizations and time zones.
- Provide more comprehensive information to vendors, partners, affiliates and associates and internal management regarding the status of payrolls, AR and other accounting related requests.
- Reduce the time it takes to deal with service requests and avoid service requests being prioritized wrongly or missed entirely.
- Improve on Resolution Time, updated financial reporting
- Reduce attrition rates by creating a better environment for staff

Solution

- Engaged Oracle Partner PathCRM to deploy Oracle CRM On Demand based solution to improve the financial services provided to Siemens' suppliers, vendors and employees across multiple sectors, divisions and locations
- Reduced financial reporting time from weeks to less than a day
- Increased employee productivity by 20% by integrating Oracle CRM On Demand with Microsoft Outlook, which reduced the amount of manual processing needed when handling requests
- Deployed a gateway that provides SMS notifications to internal/external customers that require status update on requests raised
- Saved more than 5 million Indian rupees on software licensing, hardware, and system maintenance costs with a hosted service
- Ensured sensitive client data was secure with a hosted service
- Improved employee attrition rates by 10% by providing staff with more comprehensive information, and improving their work environment
- Provided a system that would enable the company to expand their service to Singapore and other markets across Asia-Pacific

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