

ABAI Digital Suite App

Implementation Partner: ABAI Group | Customer: One of the Largest Telecommunications Companies in the World

ABOUT PARTNER

ABAI Group is a technology solutions provider that combines innovative technologies with process optimization to create value in business processes.

With a presence in 20 markets and over 8,500 professionals, ABAI manages over 100 million interactions a year across various industries such as telco, banking, government, energy, healthcare, insurance, retail, utilities, and more.

CUSTOMER AT A GLANCE

The customer is one of the largest telecommunications companies in the world in terms of market capitalization and number of customers.

They have the best infrastructure, as well as an innovative range of digital and data services. The customer is also favorably positioned to meet the needs of their clients and capture growth in new businesses.

They have a vision focused on technology making people's lives easier and promote progress in that direction, so that technology can make a positive impact on the world both socially and environmentally.



Industry:
Telecommunication



Firm Size:
10,001+ employees



Country:
Spain

CHALLENGES

- Needed to digitalize, streamline and automate all front-to-back office tasks to reduce the risk of human errors and improve overall workflow performance
- Needed to automate the creation of reports and monitor work progress on a regular basis, allowing them to make better-informed decisions and respond more quickly to changing business needs
- Needed to effectively manage a high volume of transactions and exchanges
- Needed to mitigate delays in meeting deadlines caused by manual report preparation processes, enabling them to better manage their workload and improve company reputation

SOLUTION

An ABAI Digital Suite App was built on the Joget platform within 14 days to improve, measure and constantly monitor the efficiency and productivity of the front and back office.

Upon implementation of the solution, the customer experienced a significant improvement in their overall operational efficiency. The ABAI Digital Suite App provides a streamlined and automated solution that eliminated the need for time-consuming manual processes.

The customer can now focus on more strategic tasks with the flexibility to respond to changing business needs quickly.

RESULTS

- ✓ After the implementation of the solution in the company business operations, a better sales conversion ratio has been achieved
- ✓ With the streamlined processes and automation, sales representatives can work more efficiently, providing faster response times and greater customer satisfaction
- ✓ The app's gamification feature comes with an infographic on the user interface, unique to each user and is being generated from the data studio
- ✓ Able to keep track of work history over time. This feature enables users to monitor their work progress and performance, allowing for adjustments and improvements as needed on a timely basis
- ✓ An online report will be updated every 15 minutes, providing users with up-to-date information and allowing better decision making



100%
Improved sales conversion



100%
Streamlined workflows



200%
Happier customers