techwave

Techwave

Techwave established in 2004, is a global end-to-end IT services & solutions company, which develops long-term relationship with clients by leveraging unique delivery models and expert frameworks.

BPO CASE STUDY: PROJECT ALLOCATION, REPORTING & ANALYSIS, ADMIN SUPPORT

About Client:

The client is a S&P/ ASX 300 listed business that provides integrated delivery of end-to-end asset life-cycle services to utility, telecommunication, and transport asset owners, operations, and regulators across Australia.

The business boundaries of the customer are a multi-billion-dollar worldwide organization specializing in project design, development, construction, and engineering services and accepts construction businesses from the APAC Region. They are experts in Infrastructure, Defense, Commercial and Residential constructions. The company runs an additional business in a specific market, like investment management, of unlisted property funds, Venture Capital investment in cutting-edge technology.

They are technology agnostic to multiple networks, delivering services across the water and renewable energy utilities, power, gas, ITS, and fixed and wireless telecommunication networks.

Executive Summary:

As part of the program for the allocation of project and admin support, the client suffered latency issues in the execution of various legacy tools that led to delayed submission of the final reports.
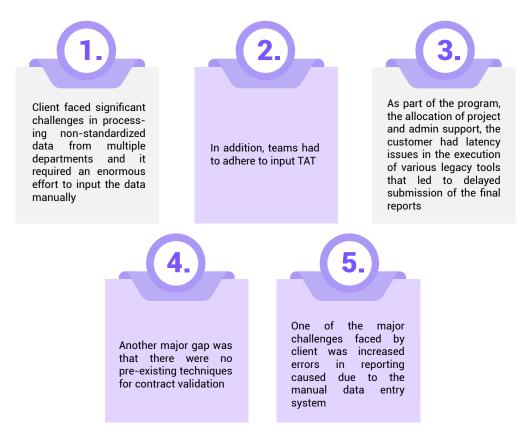
Techwave Australia ('Techwave'), a premier BPO solution partner, collaborated with the client to develop a high-performing quality and audit check for all the designs that needed to be approved during the pre-construction phase, while taking into consideration that reports were generated from tools used for a different project.
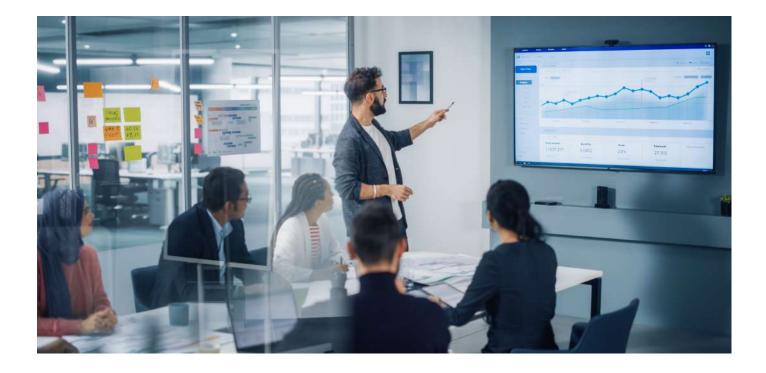
Overall, report generation time improved by 20% for each program

Significant reduction of manual touchpoints with improved output quality in the final report

Client Challenges:

1.
Client faced significant challenges in process-ing non-standardized data from multiple departments and it required an enormous effort to input the data manually

2.
In addition, teams had to adhere to input TAT

3.
As part of the program, the allocation of project and admin support, the customer had latency issues in the execution of various legacy tools that led to delayed submission of the final reports

4.
Another major gap was that there were no pre-existing techniques for contract validation

5.
One of the major challenges faced by client was increased errors in reporting caused due to the manual data entry system

Techwave Strategy and solution:

Techwave's solution as a BPO Solution partner, has improved the client's overall productivity and efficiency by reducing the report generation time by about 20% for each program by calculating planned dates for each work.

With the help of Techwave's methodology, the customer is now able to gather defects logs from all teams, make the necessary changes to the final output after validation, and release payments after post-construction while keeping an eye on the subcontractor works under review.
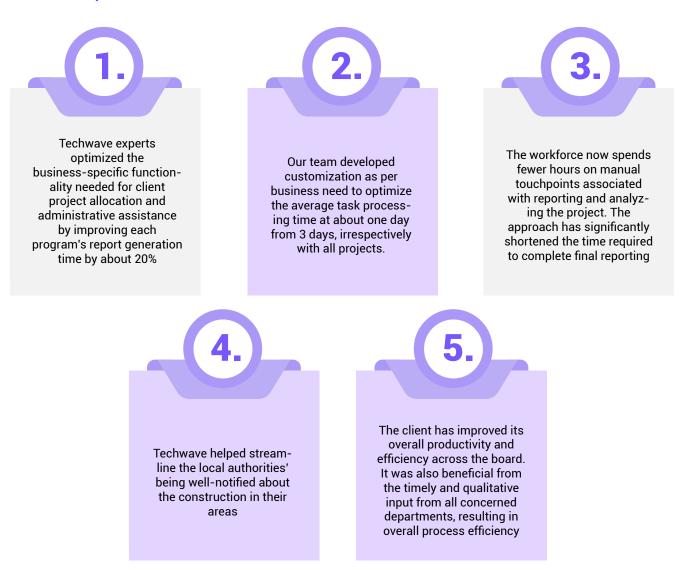
To best optimize the client's processes, Techwave integrated the acquired monthly statutory declaration from all contract service partners with daily updation of trackers for various projects.

Techwave as a solution partner, collaborated with the customer to develop a high-performing quality and audit check for all the designs to be approved during the pre-construction phase. This also focuses on generating reports from tools for different projects. This initiative also plays an essential role in handling the Adhoc admin work based on customer requirements for various projects.

Business Impact:

1.
Techwave experts optimized the business-specific functionality needed for client project allocation and administrative assistance by improving each program's report generation time by about 20%

2.
Our team developed customization as per business need to optimize the average task processing time at about one day from 3 days, irrespectively with all projects.

3.
The workforce now spends fewer hours on manual touchpoints associated with reporting and analyzing the project. The approach has significantly shortened the time required to complete final reporting

4.
Techwave helped streamline the local authorities' being well-notified about the construction in their areas

5.
The client has improved its overall productivity and efficiency across the board. It was also beneficial from the timely and qualitative input from all concerned departments, resulting in overall process efficiency

Why choose Techwave?

As reflected in the solutions above, Techwave has provided expertise in niche areas for innovative solutions that help to address business-specific needs and build efficiency. Our solutions and strategy lead to productivity gains and optimal use of implemented business applications. Our experience in the planning and budgeting domain, especially driver-based planning and forecasting solutions, has delivered numerous successful projects globally for over a decade, which makes us stand out in IT automation.

Our flexible engagements, outcome-driven business models, and a wide array of technology services, including Enterprise Resource Planning, Application Development, Analytics, Digital, and the Internet of Things (IoT), ensure we meet every customer's unique set of customer requirements.

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