

CASE STUDY

-Service Benchmarking

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PROJECT OUTLINE:

One of our existing clients, a telecom major, wanted to have a competition benchmarking study with top 3 competitors

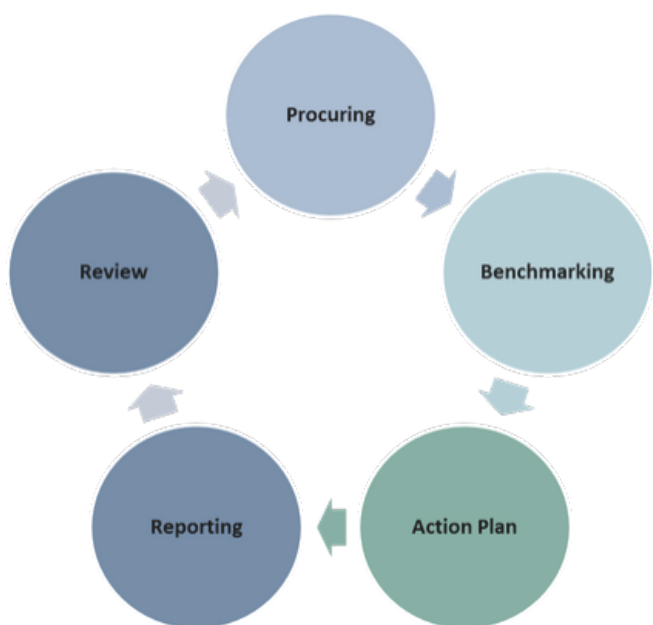
PROBLEM STATEMENT:

Checking the procurement process and TAT compliance at clients end as well as competitors

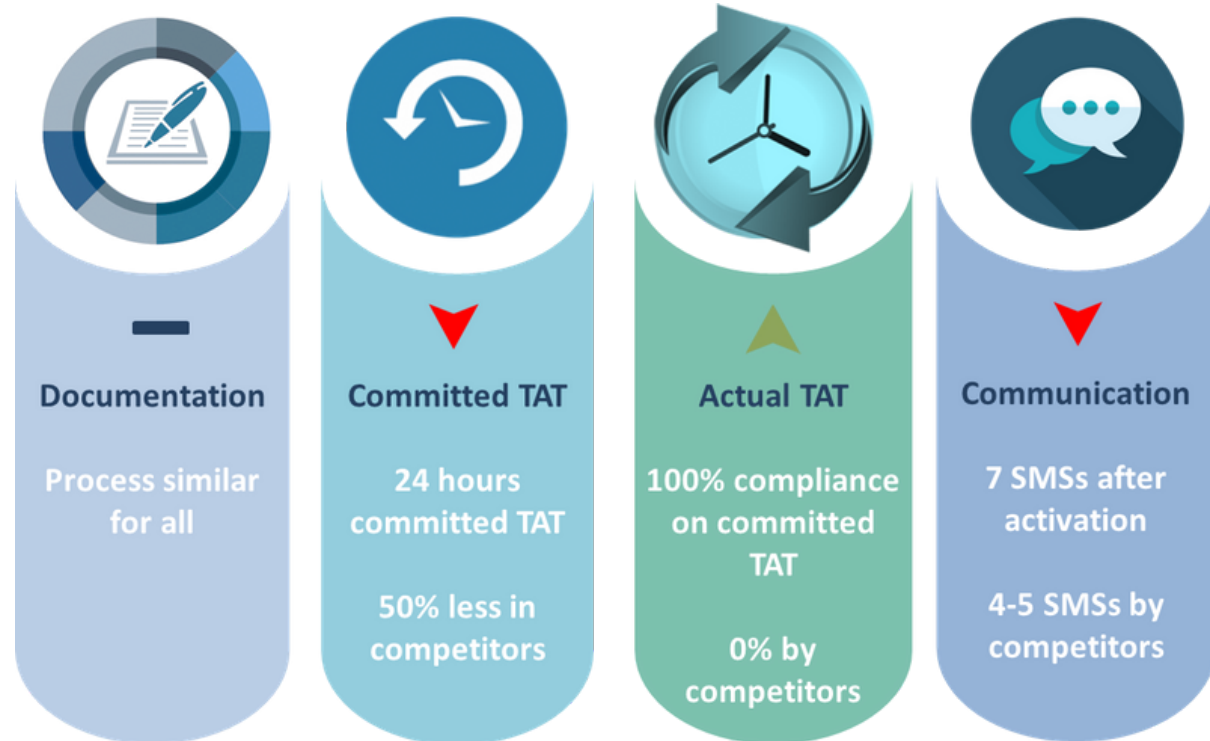
INDUSTRY STUDY:

Top 3 competitors were taken for the benchmarking

EVALUATION FRAMEWORK & WORKFLOW:



KEY FINDINGS:



FINAL OUTCOME:

