THUNDER LABS

CASE STUDY: BANKING INDUSTRY

AUTOMATION OF CORPORATE BILLING TO IMPROVE CUSTOMER EXPERIENCE & EFFICIENCY OUTCOMES

CHALLENGE

The client was grappling with inefficiencies in its corporate billing process. Manual workarounds, double handling, and duplicate data entry were leading to frequent errors, and those errors were driving up refund rates, frustrating customers, and putting pressure on internal teams.

With a global footprint, even small process flaws had significant downstream impacts. The business urgently needed to reduce rework, eliminate avoidable mistakes, and speed up billing to protect customer trust and free up teams for higher-value work.

SOLUTION

Due to limited capacity, the client brought in our team to review and improve the corporate billing process. Using a platform that mimics a consultant, the team uncovered automation opportunities that streamlined operations. These changes freed up internal teams for higher-value work, reduced refund issues, and lifted the overall customer experience.

RESULT

- 60% decrease in the number of teams involved for corporate billing from five teams to two.
- Eliminating unnecessary rework and duplication of effort across the teams involved.
- Identification and elimination of errors that were leading to 40% of bills requiring refunds.

CALL US

If inefficiencies are holding your operations back, it's time for a smarter approach.
Talk to ThunderLabs.

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