



Is employee experience your #1 priority in the new hybrid work from anywhere environment?

Learn How Progressive Elevated Sales Representative Experience for one of India's top pharmaceutical companies



Established
in 1984



Indian Multinational
Pharmaceutical
Company



INR 17,460 crores
revenue



Employee
strength of
21,650



Enterprise Challenges



Our Solutions



Business Impact



First Call Resolution

- Simplifying complex IVR menus
- Eliminating long hold times
- Making information accessible
- Enabling better agent turnover

FCR improved from **34% to 77%** irrespective of any dependencies.



Poor CSAT (Customer Satisfaction Score)

- Enhancing the end-user digital experience by creating regular tutorial, mailers & collaterals.
- Advancement of IVR.
- Motivating users to provide feedback against every ticket.

CSAT improved from **50% to 75%**



Aged Tickets

- Identifying bottlenecks and fixing them permanently.
- Achieving quicker ticket resolutions.

Reduced the aged ticket (greater than 7 days) from **900 to 0**



No Documentation & Reporting

- Providing technical documents for processes, reporting and operating procedures.
- Governance dashboard for quick reference and better control on operations.

Improved **visibility** of operations and the deliverables



Support Unavailability

- Increasing availability for every day.
- Complete support for issues also during the weekend.

Always On
Ease of access to a Collaborative Service Desk – BLISS – Business level integrated support services. Enhanced from **5 to 7** days a week.

About Progressive

Cyber Security | Employee Experience | Resilient IT

Trusted by some of the top businesses across industries, Progressive Infotech is an IT Managed Services provider helping enterprises accelerate their digital transformation by providing employee-centric services. Encompassing more than 1000+ professionals, 150+ active clients, and an integrated 24x7 NOC-SOC in India's National Capital Region – we leverage technology, talent, and capabilities to help customers achieve business outcomes.

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