



# T-MOBILE CZECH REPUBLIC AND SLOVAK TELEKOM: INTELLIGENCE AT WORK FOR ALL

## VIDEO TRANSCRIPT

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T-Mobile and Slovak Telecom are the leading providers of telecommunication services in Czech Republic and Slovakia.

### Client Goals

KATERINA SUVARINOVA

We wanted to get rid of routine tasks to decrease costs and utilize modern technologies.

MICHAL JURČO

The project was about introducing new type of workforce to the customer operations. We

were basically teaching robots how to do the transactions which were done by humans before. Since the direct system integration was not possible, we used intelligent automation instead.

### The Opportunity

KATERINA SUVARINOVA

We were looking for an experienced team who would know our company who would be able to transfer knowhow to our internal people and who would also be able to have a deal with us, based on common targets.

### The Solution

MICHAL JURČO

The automation took place in the telco ordering world, so the complexity of the processes was the main challenge. It was coming from the business products on T-Mobile side and all the technology aspects of fixed services in Slovak Telecom side.

JAROSLAV PŘÍVOZNÍK

The client decided to invest into the intelligent automation area. We have helped them with the



preparation of the eco-system, from setting up the tools and infrastructure to adjusting the client's organization, by even building a new Robotics Center of Excellence. Part of the project was also the scaling phase where, within the first months of the project, we have automated over 10 processes.

KATERINA SUVARINOVA

The robots currently are mainly processing orders. They are also fixing data and preparing information for live agents.

### **Results**

MICHAL JURČO

I think one of the main success factors of the project was a superb collaboration between T-Mobile, telecom people and us. In the project team, we had the process gurus, experts from customer operations. Integrated, we delivered the best solution possible.

KATERINA SUVARINOVA

The benefits are the fact that they are working 24/7 without mistakes. We can scale them up without any problem and quite fast. And also the people who are actually taking care of their condition are learning new skills and they actually enjoy the work.

MICHAL JURČO

For the automated processes, from 60 - 90% of the manual tasks were reduced.

JAROSLAV PŘÍVOZNÍK

With 80% of the project being linked to benefits, we all put in our best, over-achieving both client's and Accenture's origin ambitions.

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