incedo

Managing Middle/Back Office Operations for a Leading TAMP

Key Challenges

- Low NPS score and high cost per transaction due to high attrition
- Lack of a knowledge repository and process-driven approach
- Inefficiencies from fragmented and manual processes

Business Solution

- Analyzed 250+ SOPs and conducted SME interviews to identify gaps
- Simplified and optimized processes through automation and right-shoring
- Developed a structured transition roadmap ensuring seamless delivery
- Implemented VBA macros and RPA to reduce manual work and improve accuracy

Business Impact

55%+
cost reduction via global delivery

20+
improvement in NPS

94.5% to 99.51% improvement in program accuracy

~20%
reduction in turnaround time (TAT)

R/13/03/2025

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