Tech Mahindra and UiPath Launch AI Driven End-to-End Automation Solution for Enterprises

Artificial Intelligence (AI) powered solution to enhance operational efficiency, business agility and customer experience

Dallas, New Delhi – April 29th, 2019: Tech Mahindra Ltd., a leading provider of digital transformation, consulting and business reengineering services and solutions, and UiPath announced their first joint solution offering - an end-to-end cognitive operations automation solution, in the area of **Service Desk Operations**. This ready-to-use cognitive operations solutions will help to accelerate the automation journey of an enterprise.

Due to ongoing digital transformation efforts, service desks have become more accessible to customers, and need to support a wider and complex range of offerings. The cost of manual service desk support increases by 3X with every escalation. Further, the high volume of customer requests and limited service desk capacity leads to a high average wait and response time, which then translates into an average customer experience.

Keeping these industry pain points in mind, Tech Mahindra and UiPath have developed a solution to enhance operational efficiency, business agility and provide better customer experience. Combined with self-service capabilities, the solution will support the entire life cycle of a service desk ticket from creation to closure i.e. categorization, triaging, resolution and knowledge management.

Sameer Dania, Global Head, Business Development - Platforms, Tech Mahindra said, *"With Artificial Intelligence (AI) and Automation at the core of the digital transformation journey of an enterprise, Tech Mahindra is happy to partner with UiPath to introduce a comprehensive cognitive automation solution to our customers in the area of Service Desk Operations. TACTiX, our AI powered IT Operations Platform, powered with UiPath's superior enterprise Robotic Process Automation capabilities will provide deeper automation across the Service Management activities leading to increased operational efficiencies and business agility."*

As part of the TechMNxt charter, which supports building a collaborative disruption ecosystem to drive innovation, Tech Mahindra and UiPath came together in 2016. In this Joint Solution Offering, Tech Mahindra has integrated their flagship AIOps (Artificial intelligence for IT operations) platform TACTiX, powered by Machine Learning and Natural Language Processing capabilities, with UiPath's industry leading RPA (Robotic Process Automation) capabilities and platform to provide end-to-end automation in the area of **Service Desk Operations.**

Venu Kannan, Chief Solutions Officer, UiPath, said, *"We are very excited to combine years of practical delivery experience, productized ML engine, and service desk solution from Tech Mahindra with UiPath's enterprise RPA. This solution will improve speed of service desk resolution and help identify root cause of the issues leading to overall decrease in service requests"*

As part of the TechMNxt charter, Tech Mahindra is betting big on next gen technologies such as Artificial Intelligence, Machine Learning, Internet of Things (IoT), Cybersecurity, Robotics, Automation, Blockchain and 5G, to solve real business problems of

the customers by delivering innovative solutions and services.

About UiPath

UiPath is leading the "Automation First" era – championing one robot for every person, delivering free and open training and collaboration and enabling robots to learn new skills through AI and machine learning. Led by a commitment to bring digital era skills to more than a million people, the company's enterprise Robotic Process Automation (RPA) platform has already automated millions of repetitive, mind-numbing tasks for business and government organizations all over the world, improving productivity, customer experience and employee job satisfaction.

Recently named the 6th happiest place to work by Comparably in the US, UiPath is one of the fastest growing enterprise software companies in history. The company is backed by over $400 million in funding from Accel, Capital G, Credo Ventures, Earlybird's Digital East Fund, Kleiner Perkins, IVP, Meritech Capital, Madrona Venture Group, Seedcamp and Sequoia.

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