Tech Mahindra

DIGITIZING THE ENTERPRISE BUSINESS

#UnlockExperiences

AD
ANALYST DAY

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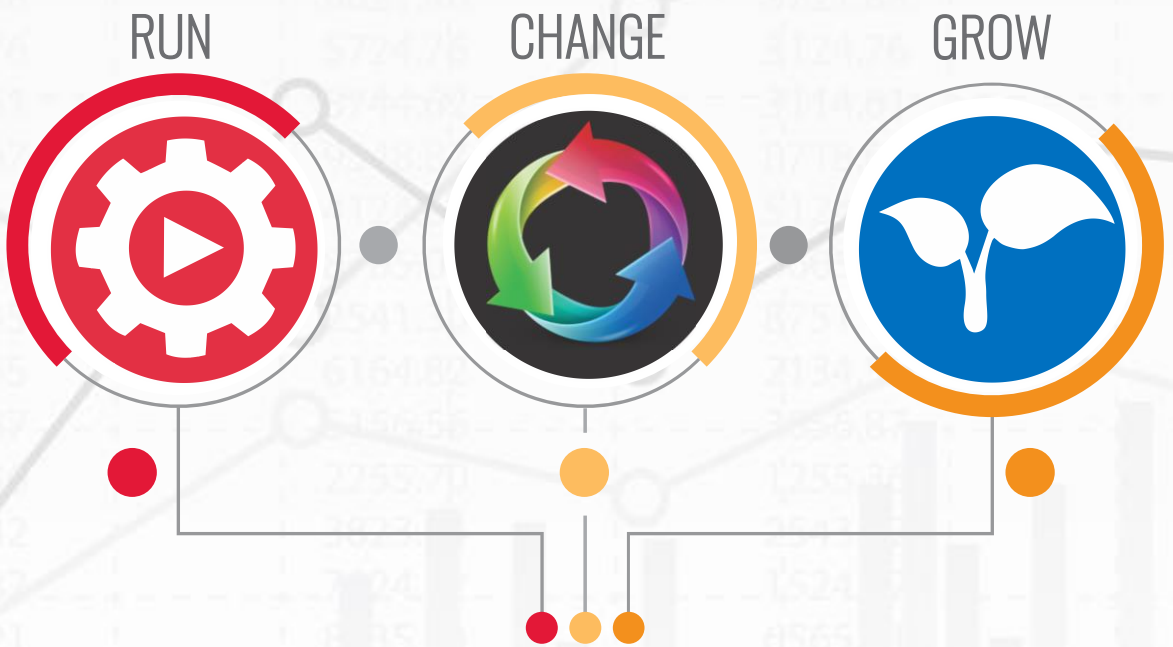
ENTERPRISE BUSINESS: THE TRANSFORMATION

IT OUTSOURCER > DIGITAL PARTNER



Manufacturing | BFSI | Healthcare | Retail | T&L | Hi-Tech

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WINNING WITH THE DIGITAL RE-INVENTORS

Partners

BIO, pininfarina, BOSCH, intel, GE, CISCO, Pega, Microsoft, amazon web services, IBM, salesforce, at&t, Telit

Digital Labs

Makers Lab

MAGIC Lab

IRIS

Collaboration & Innovation Platform

8

Digital Solutions Lab

Products & Platforms

Mahindra COMVIVA, FixStream, socio, Uno, TACTiX, Carexa, Tech Mahindra epselon, Entellio, iDecisions ®, PRISM, Cloud Aggregation Platform

Sense
Think
Connect
Communicate
Visualize
Act

100+ Home grown or partners collaborated solutions

30+ Platforms

115,000+ Digital 101 & 201 trained associates

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DIGITAL RE-INVENTORS: TRANSFORMING EXISTING CUSTOMERS

85+ year old, Global Top 5 Auto OEM

- Currently selling top EV brand
- Digital dealership
- Customer Satisfaction improved by 11 points
- 25% increase in sale of premium brand

Leading Aerospace & Defence Manufacturer

- Production cost escalation
- Customer Services and FoF (SMART Production)
- Delivered 30% cost efficiency

150+ years old Global Food Company

- Among Top 3
- Disruptive threats from local players
- Digital partner in new product launch
- 50% reduction in time to market

Tier-1 Global Bank

- Lack of connect with millennials
- Digital offers

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DIGITAL RE-INVENTORS:
WINNING WITH THE INCUMBENTS / SERVICE PROVIDERS

160+ year old Global Top 5 Healthcare Payer

- Improving employee productivity
- Digital workspace transformation for 50,000 users

140+ year old Global 200 Insurance Provider

- Accelerating digital engagement by leveraging the Cloud and enabling AI

200+ year old Bank with 500Mn+ customers

- Challenged by Fintech companies and poor Cx
- Customer Engagement/ Mobile Banking through Digital CRM / Cloud
- Lead conversion improved 2x
- 10% rev uplift through cross-sell / Up-sell

Global Top 5 Utility player

- Rationalization of 12 data centres ensuring high availability
- Cloud roadmap
- Architecture & migration of 400+ applications to Cloud
- Business Analytics & Digitization of Assets

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PANEL DISCUSSION

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DIGITAL IN MANUFACTURING – 4 KEY BETS

IoT based Smart solutions

- Smart Cars – EV, HV
- Mobility & Sharing

Connected Aftermarket

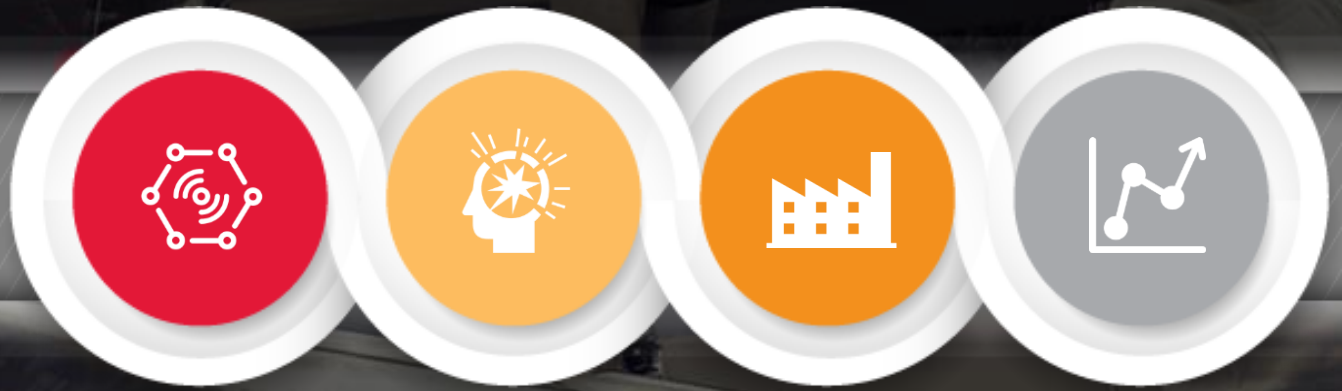
- Smart Servicification
- Next Gen CX
- AI & RPA for warranty automation

Factory of the Future

- Digital twin
- Robotics & Line automation
- IT – OT Integration

Manufacturing Analytics

- Edge - Stream - predictive
- Algorithms, ML IPs



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DIGITAL ACROSS VERTICALS– 3 KEY BETS

Digital Healthcare

Telemedicine for Remote Clinics

Remote Patient Monitoring

eICU – Critical care management

Smart Cities

C3 and Safe City Management

Parking, Lighting, Waste, Traffic Management

Smart Appliances

Healthy food dispenser

Predictive Maintenance

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DIGITAL IN BFSI– 3 KEY BETS

Core Banking & Wealth Transformation

Core transformation

Platform services

Disruptive Services

AI infused solutions

BlockChain ecosystems

IoT

Digital Enablement

Smart Analytics

Bank-in-a-box

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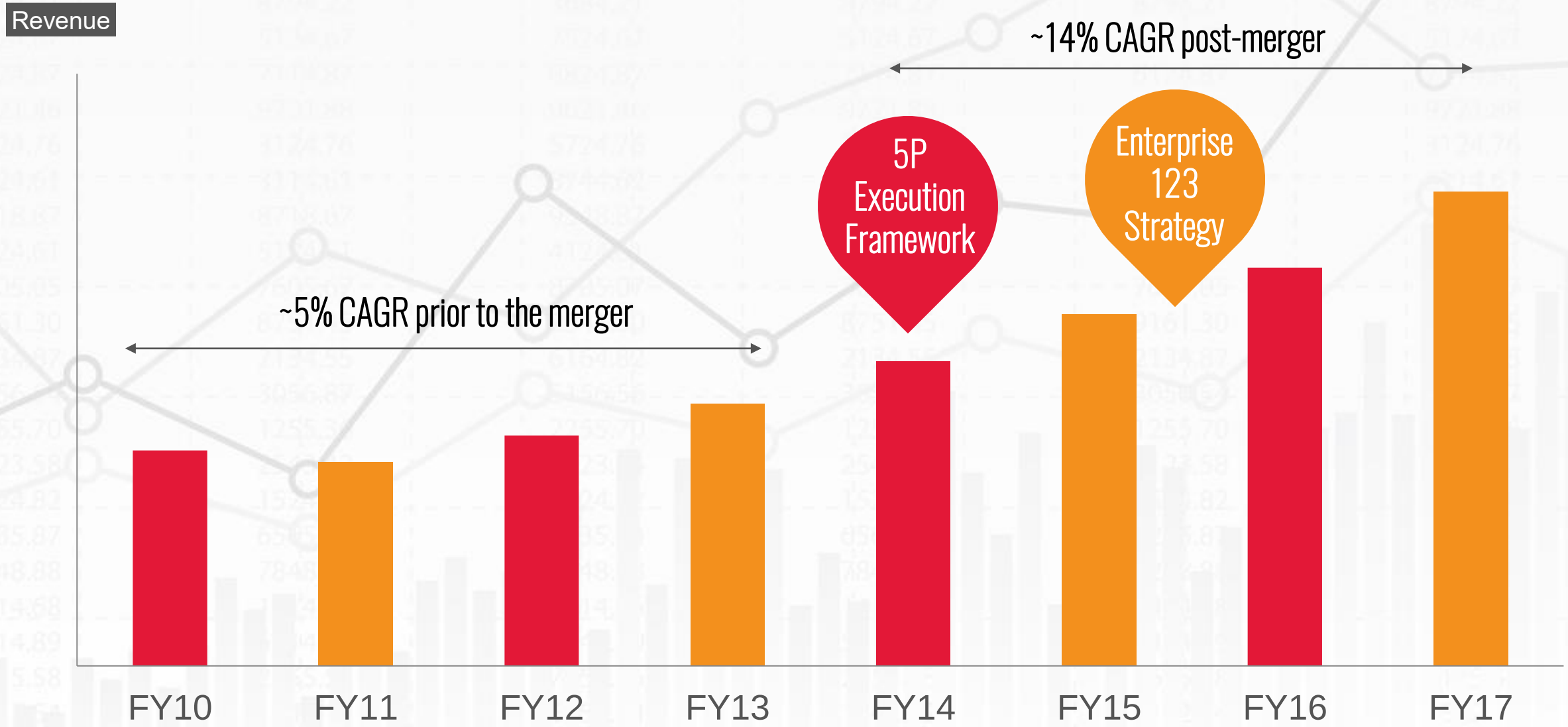
ENTERPRISE BUSINESS: THE JOURNEY SO FAR



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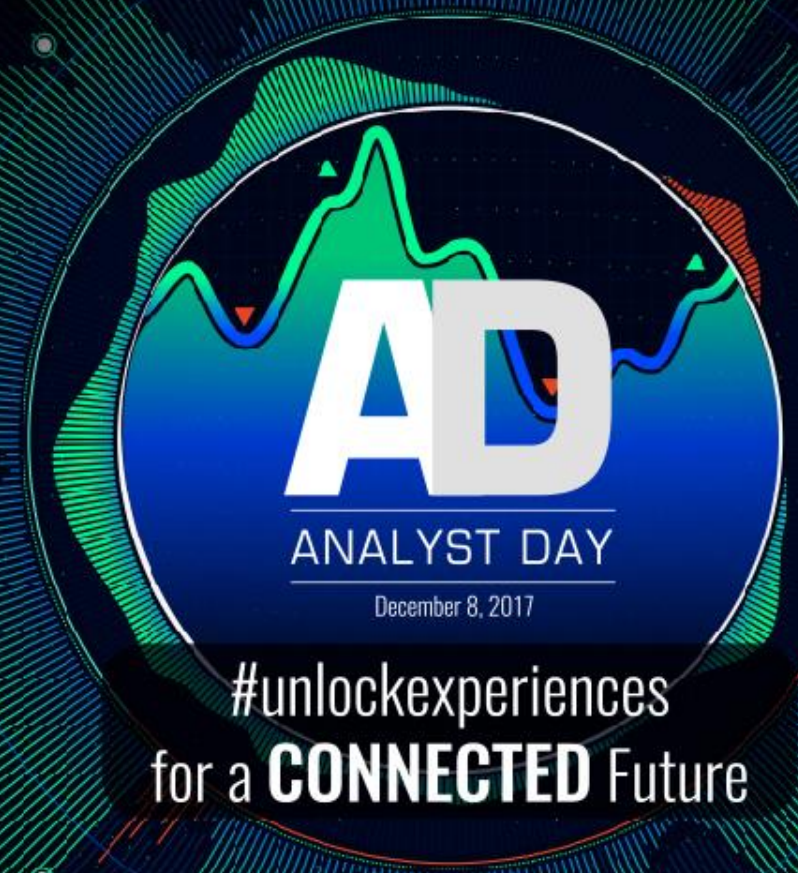

#unlockexperiences
for a **CONNECTED** Future

Connected World.
Connected Experiences.