

Smart automation and enterprise agility combine for strong ROI and societal impact



Opportunity

Tech Mahindra has been working with one of the “Big five” banks of Canada — for the last five years, helping them automate their client onboarding and back-office processes leveraging PEGA technology.

In 2020, a large focus of their work shifted to finding solutions to problems related to COVID-19, as the bank was actively involved with the Canadian government on financial solutions related to pandemic relief.



Imagining IT Differently

Leveraging an agile approach, the Bank and Tech Mahindra were able to conceive of and launch solutions within days. For example:

- Process for mortgage deferrals was rolled out in five days.
- Process to receive aid as a direct deposit rolled out in three days.
- Tech Mahindra’s virtual, automated workforce managed to handle up to 120,000 requests in a week, the work of about 300 employees

Many such examples of combining technology, process, and ingenuity make this partnership a standout for enterprise agility.



Future Made Possible

In an uncertain year, this kind of work was an important step for keeping Canada resilient.

It was also a boon to the bank; with every dollar the bank invested with Tech Mahindra generated \$3.75 in savings for them.



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Banking and Financial Services