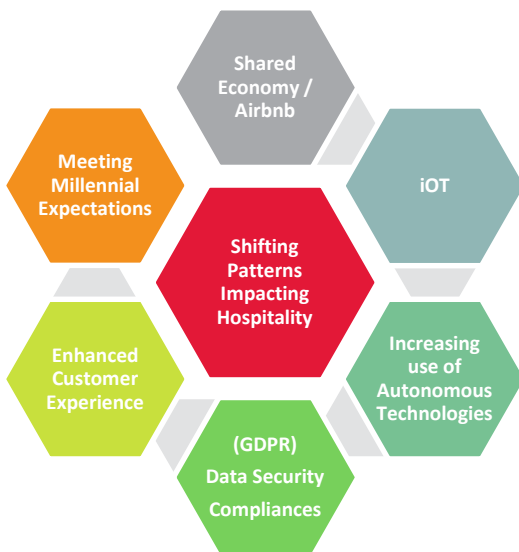




DIGITAL RENAISSANCE IN HOSPITALITY IS DRIVING INNOVATION, DIFFERENTIATION & GROWTH



Imperatives for Hotels and Vacation Clubs

User Experience/ Personalization

Automation across Processes

Big Data for better Planning and Optimization

Speed as a differentiator

Tech Mahindra partners with Global Hospitality Organizations seeking growth and innovation in order to address the challenges of an increasing multi-channel environment. With the increased competition in the Hospitality Market, managing evolving customer expectations and providing personalized user experience remains a key focus area for our customers. We help build solutions to attain higher customer loyalty.

Our Hospitality Practice offers a broad range of consulting and technology services including enhancing customer journey, building & integrating applications, infrastructure modernization and implementing emerging technologies to achieve greater user experience.



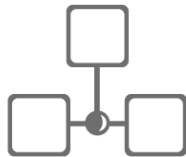
Digital transformation is becoming a core function

OUR VALUE ENGAGEMENTS HAVE HELPED OUR CLIENTS TO

RUN FASTER



CHANGE BETTER



GROW GREATER

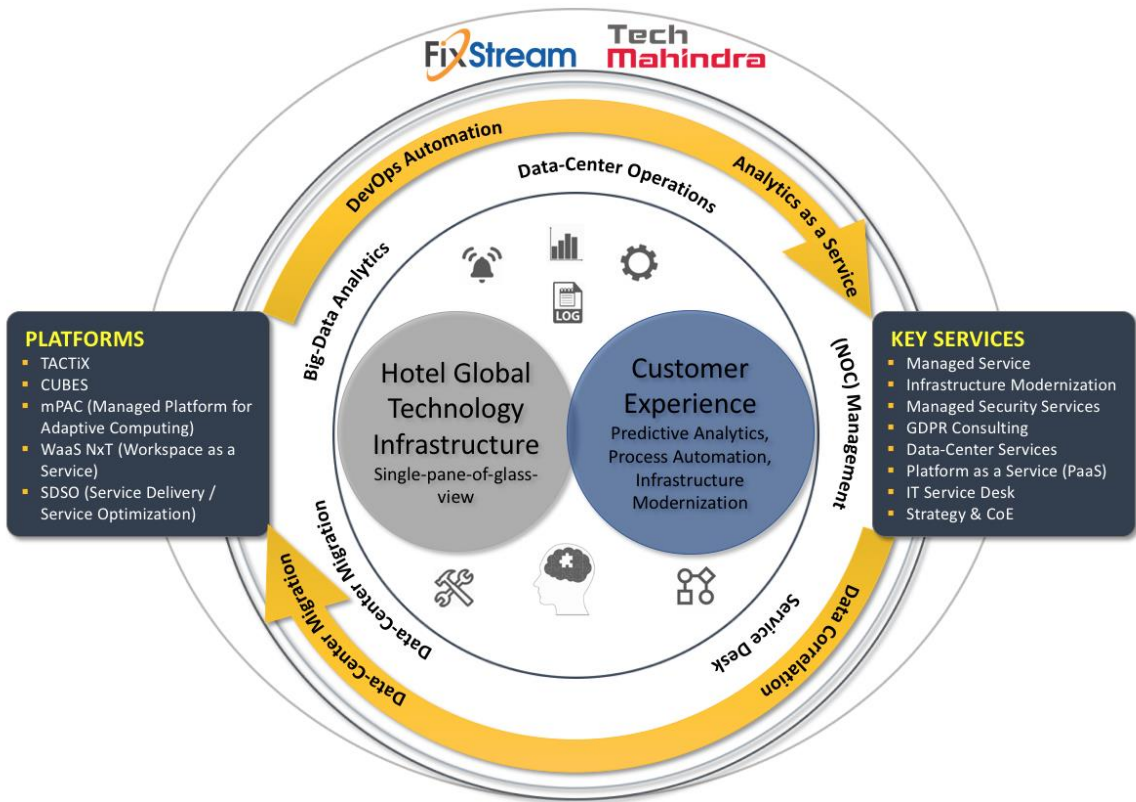


In today's hyper-connected digital world, Hoteliers are increasingly adopting newer and better technologies to drive digital consumer engagement, empower human capital and optimize operational efficiencies, in turn increasing profitability. Rapid innovations have only accelerated the transformation of this dynamic industry.

Our customers leverage us for cutting-edge technology, innovation practices and dedicated Center of Excellence (CoE) to address business problems using power of Digital, Internet of Things (IoT), Robotic Process Automation (RPA), Big Data & Analytics, Application and Infrastructure Modernization. **Tech Mahindra** has helped many customers achieve significant cost reduction while improving efficiency and maintaining process consistency. Customers have benefited from over a decade of experience building and running world-class services organizations specifically with in the hospitality industry.



Tech Mahindra's Artificial Intelligence (AI) Platform for Hotel Technology Infrastructure Management

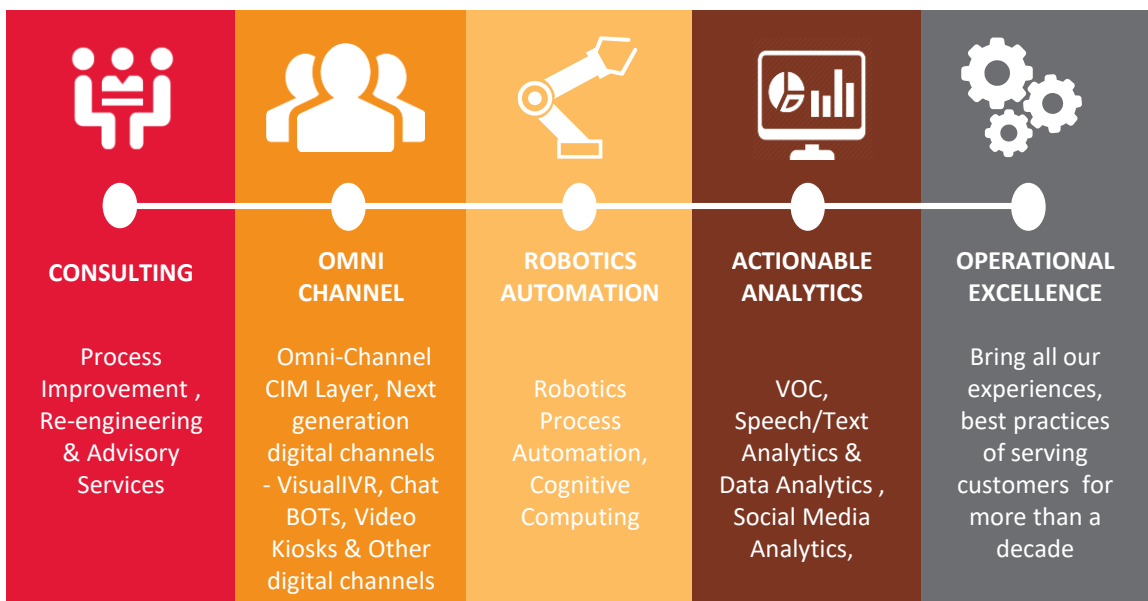


CareXa: Framework for enhancing Customer Experience

CareXa helps increase customer Experience while reducing Operational cost by 50%.

The framework has a three pronged approach:

- Leverages **AI, Robotics & Analytics**
- Digital Channels
- Integrating Industry's leading tools and **Tech Mahindra's IPs**





Enabling all stages of Digital Transformation in Hospitality Industry

- Reduced 50% of services spend and 80% of material spend
- Improved procurement process efficiencies by 60%
- Reduction in reports by 445%



Efficiency

- Reduced cost of purchase per transaction to \$10 from \$18.5
- Reduced monthly incident count from 2000 to 800 numbers



Cost

- Enhanced tracking unused inventory and pro-actively released it for one-time holidays, enabled a growth in FIT sales by 40% and utilization by 12%
- Increased online member bookings from 40% to 60%



Revenue

Tech Mahindra DAVID

In a rapidly changing environment, we have embraced DAVID (**D**igitalization, **A**utomation, **V**irtualization, **I**nnovation and **D**isruption) as the theme for our Solutions for various customer problems. Digital offerings around AI, IOT, Security, User Experience, Cloud, and Analytics will be key drivers for growth for business users.

DAVID will drive the future!

DIGITALIZATION

Digital Transformation of Businesses Processes & IT in Hospitality Industry

AUTOMATION

Automation of Business Processes and IT for Operational Excellence

VERTICALIZATION

Hospitality Solutions catering to multiple Industry Verticals

INNOVATION

Incubation of Innovative Ideas with Products, Platforms and Partners

DISRUPTION

Value through Emerging Technologies, Integrated Platform Solutions, Autonomous Systems

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