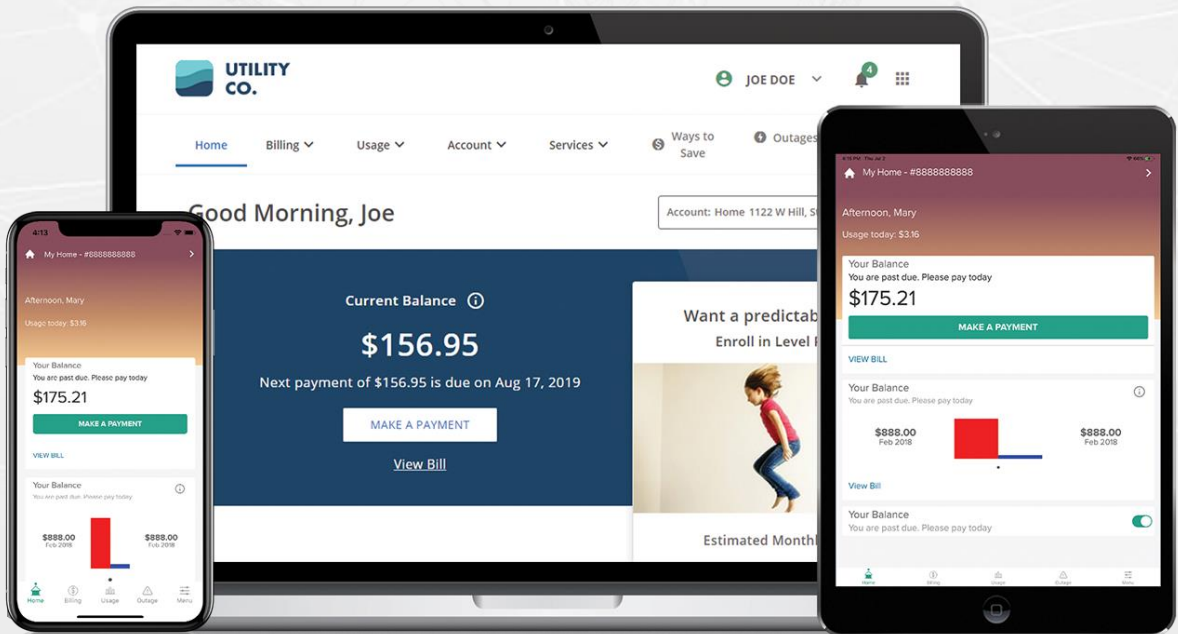


Connect Me Anywhere Anytime And On Any Device



Redefining Utility-to-Customer Experience

Energy and Water Utility industry is in the need for quick and cost-effective Digital Customer Experience (CX) solutions that drive business outcomes at lightning speed. To simplify the customer journey we present Smart Customer Mobile (SCM®) to deliver the best customer experiences(CX) & services through digital platform.



Smart Customer Mobile is an award winning digital customer experience platform that transforms utility-customer relationships by facilitating real-time, two-way communication between them.

It allows utilities to engage, educate and empower their customers. Its self-service app and portal, delivers personalized, customer centric services to address their needs and elevate customer service.



Up to 25-30% Reduce Call Volume



Up to 72% Increase Customer satisfaction



Improve Proactive Community-actions



Up to 30% Customer Savings



Up to 45% Low Operational Cost



Up to 90% High Customer Adoption

Rapid Deployment Model

Addressing the issue of balancing solution functionalities with the paucity of time and resources, SEW and Tech Mahindra have come up with a '**Rapid Deployment Solution model**' that is characterized by accelerated timelines. Resulting in faster deployment with seamless integrations & possess the power to transform timelines and ensure business continuity with the least possible impact.

The following attributes characterize TechM & SEW's rapid-deployment solution suite-

- Rapid and Consistent Deployment within 4-10 weeks
- Decrease in the customer query resolution time
- Use of high-quality automation for clients to avoid manual errors
- Standard product capabilities delivered with a customer-centric approach

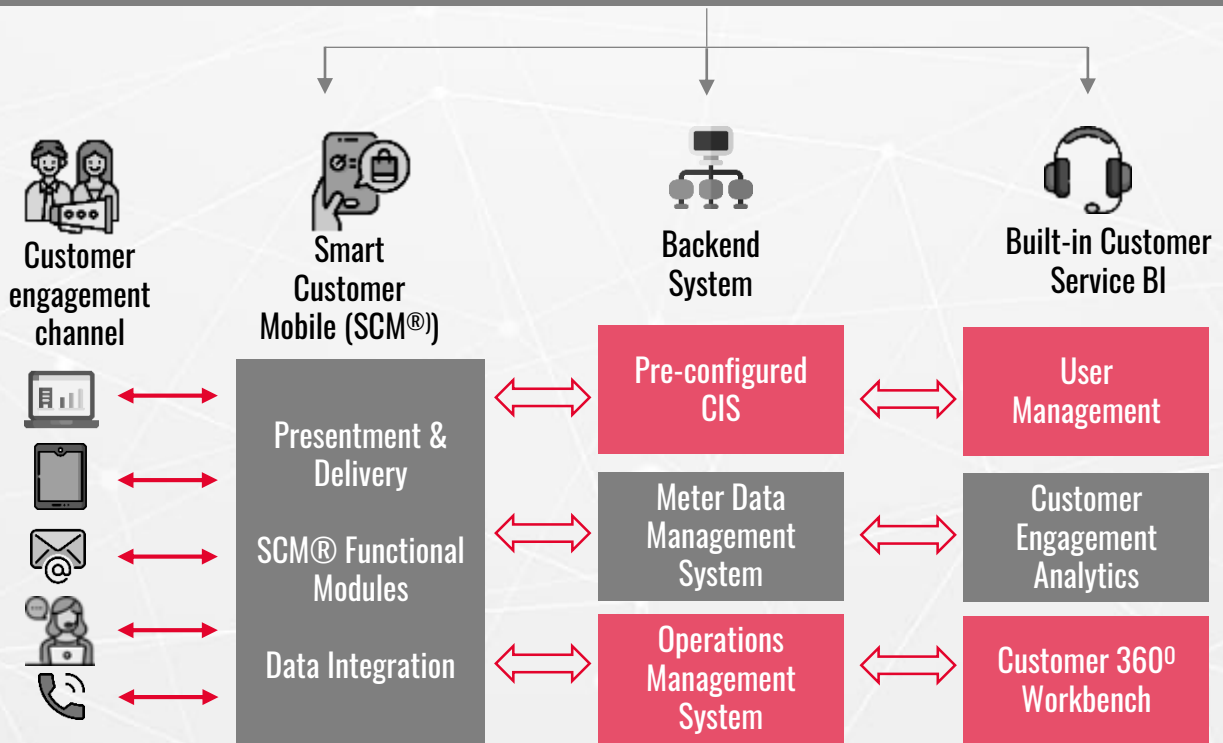
Our Rapid deployment model with accelerated implementation through CX platform, can dramatically enhance customer experience (CX), reduce the high call volume by up to 22%, improve customer service levels and reduce the query resolution time delivering results within weeks.

- Energy Efficiency Analysis
- Program Management
- Program Tracking
- Usage Analysis
- Violations & Complaints



- Map based Analysis
- Peak Load Management
- Smart home analytics
- leak Analytics
- DR analytics

The Advanced Analytical Platform



SCM® Capabilities



Usage
Visibility



Flexible billing &
Payment Options



Frequent Alerts
& Notifications



Outage
Management



Demand Response
Management



Smart Home
Automation



Manage Electric
Vehicles



Proactive Service
Requests



Customized Energy Efficiency
& Water Conservation Programs

Redefine customer experience with us !

www.techmahindra.com | www.sew.ai

About us:

Tech Mahindra & Smart Energy Water (SEW) would love to share our learnings with you on how to address the #NewNormal through our future-ready offerings to adapt to the new connected world using our connected solutions. We have realized the urgency to meet the growing demand for digital transformation, and recognized the value of investing in Digital CX platforms that drive swift business outcomes.

To learn more about our Rapid deployment solution approach, reach out to us on EnergyUtilities@Techmahindra.Com!

**Tech
Mahindra**



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