TECH mahindra

AI-enabled Process Mining Solutions Empowering NXT.NOW™ Experience of the Future

Introduction

The biggest drawback of adopting traditional CX practices in today's time marked by customer savviness is their reactive approach. By the time the correction mechanism kicks in, the damage is already done. Moreover, it may take just one bad experience for a customer to call it quits. This is where the new joint offering from TechM and Celonis is placed. Our artificial intelligence (AI)-enabled process mining assets allows businesses to give up on guesswork and start pinpointing what can go wrong before it actually goes wrong.

Abstract

Customers evaluate brands using different parameters and in today's time, leading them all is customer experience (CX). Businesses across the globe are trying to turn the tide in their favour but their efforts often succumb to exhaustive manual interventions, lack of foresightedness and siloed approaches. The end-result is a steep drop in their net promotor scores (NPS). Organizations need to stay a step ahead from their customers with predictive intelligence and digital-first measures. Tech Mahindra and Celonis offer AI-enabled process mining assets that are built by leveraging the AI/ML capabilities to move your business strategies from reactive to predictive.

Guiding Principles Behind Our Solutions:

Reduce Manual Effort
Manual interventions delay root cause analysis (RCA) and bug fixes

Onboard Predictive Intelligence
Bridge the gap between manual effort and the reactive approach

Increase Customer Satisfaction
Listen to customers proactively to increase promotors and reduce churn rate

Deploy Smart Analytics
Near real-time analytics for optimizing processes and performing RCA

Upgrade Outage Management
Leverage event data for early detection / prevention of outages

Our Solution

AI-enabled Process Mining Assets for ITSM and Case Management

Improve Net Promotor Score

Experience the AI/ML capabilities and envision the future mode of digital disruption in an organization by predicting the NPS.

Predict Major Outages

Identify major incidents using ML/AI near real-time to reduce downtime and cut shot the human dependency to identify outages.

Find Business Value Real-time

Reduce effort of calculating benefits of improving process inefficiencies and see what business value will be realized in real time.

TechM and Celonis will help to drive digital transformation for customers with artificial intelligence-based process mining to accelerate transformation outcomes. This will not only discover friction points in customer processes quickly, but also help us to find root causes in no time and identify the right solution, monitor for continuous improvement for ways to take actions and automate the processes. Our joint offering will help to reduce overall cost of operations, improve customer experience, drive better compliance, and improved working capital.

Key Asset Features

Single and holistic view to drive process inefficiencies

User friendly and rich with best-in-class analytics

Easy to integrate with readily available connectors and apps fastening data analysis

No extra effort on extract, transform, and load (ETL) and additional integration data management and systems

Discover and communicate possible outages in advance

Fully transparent views and easy to understand and adapt

Benefits

- **Quick time to value**
- **Eliminate dependency on human availability and complex analysis made simple**
- **Optimize workforce, process performance, and use resources more efficiently**
- **Cut technology costs by 20% with one solution on one technology stack**
- **Reduce churn and increase NPS**
- **Slash ongoing manual effort and investigation costs**
- **Expand smart meter programs without the burden of data migration project costs**
- **Process transparency and reduction in downtime of services**

The NXT.NOW™ Advantage

Tech Mahindra represents the connected world, offering innovative and customer-centric information technology experiences, enabling enterprises, associates, and the society to rise.

In-depth understanding of process mining landscape with several use cases built and delivered

Dedicated CoE for process mining focusing on delivering ultimate value to the customers

Capable of immediate scale up and expansion of process mining program

Ongoing strong scalable partnerships with major enterprise resource planning (ERP) and IT platforms

Right blend of people, process and technology solving industry challenges by innovating new IPs and solutions for customers

For more information, please write to us at
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