

# Automation (AQT) Proficiency Framework Training

## Introduction

Tech Mahindra has developed various enablement programs, including the Automation Proficiency Framework, webinars, and certification drives, to foster 'automation thinking' and help associates learn about niche automation platforms and technologies. The AQT Framework empowers IT teams to release software at a continuous pace, with a minimal number of defects, by automating recurring processes. Additionally, it is configured to send emails to the respective IT teams, containing vital data linked to each release, such as the version, logged errors.

## Program Objective

This program is an offspring of agile software development that automates repetitive tasks in Pega software deployment and testing cycles, facilitating the rapid release of new functionalities within minutes. Here are some program highlights:

- Automation driven software releases enable the company to introduce new functionalities every few hours.
- Possibility to independently deploy or test software on-demand, independent of release cycles.
- Once checked-in, the tests are automated for each instance or scenario in the process.
- Regression defects are eliminated early on in the lifecycle.
- Feedback loops driven by metrics provide guidance for continuous improvement in software releases.

The objective is to enhance employee productivity annually and expedite digital transformation while improving user experiences by creating an AI-powered digital workforce to automate manual and repetitive tasks. It also seeks to deliver exceptional customer experiences and business outcomes by leveraging AI and automation in IT operations, that results in increased business efficiency, smart processes and enables digital transformation, providing both personalized and distinctive user experiences that foster repeat business.

## Impact: A Glance

- A minimum of 50% reduction in the time required for Pega implementations.
- Enhanced team productivity.
- A decrease in defects across the project lifecycle by up to 30%.
- Training of over 12,000 Tech Mahindra certified associates in robotics and AI has fostered an automation focused mindset among them.
- Associates trained in this program have been deployed to implement automation use cases, resulting in direct savings exceeding \$90 million USD through automation in FY23.