

TECH MAHINDRA'S PEGA TECHNOLOGY PRACTICE FOR BANKING AND FINANCIAL SERVICES

Customers require instantaneous banking solutions, and there is considerable competition from new startups having disruptive business models. **How can the Banking, and Financial Services industry leverage Tech Mahindra's Pega-based solutions for digital transformation and stay ahead of the competition ?**

TOP 3 PRIORITIES FOR THE BANKING AND FINANCIAL SERVICES INDUSTRY

CONNECTED SERVICES

CONNECTED OPERATIONS

CONNECTED BUSINESS MODELS

Did you know that Tech Mahindra is the chosen digital transformation partner for major banks and we are transforming several front, middle and back office processes globally ? Tech Mahindra has partnered with Pegasystems Inc., to provide solutions to help the Banking and Financial Services industries based on these industry drivers. Our new generation solutions address these evolving requirements, by customsoftware solutions which help drive profitable growth by harnessing the power of data, as well as redefined customer experiences.





KEY SOLUTIONS

CUSTOMER SMART BOARDING

COLLECTIONS PROCESSING SYSTEM

CRM WITH NEXT BEST ACTION

PREDICATE PREDICATE DELINQUENCY MANAGEMENT

RECENT SUCCESS STORIES

DIGITAL TRANSFORMATION FOR A LARGE CANADIAN BANK

Implemented a customer On-Boarding solution for the credit cards division by developing a back-end Rule engine that communicates with the customer facing web applications through REST services and manages Fraud and KYC for the customer. **23%** increase in application completion rate and **8%** increase in support card sales. Time taken to apply credit card online reduced from **8 mins to 2 mins**.

AUTOMATION OF MORTGAGE FUNDING

Implemented an automated solution for mortgage funding processes to improve operational efficiency. The solution provided a well defined and streamlined business process which acted as an interface with multiple systems and reduced the number of back office resources required by cutting down on the human intervention needed to fund mortgages.

A LARGE RETAIL BANK IN EUROPE

We are transforming the customer experience of a large retail bank in Europe by improving time to on-board credit card customers across 35 geographies.

PEGA TECHNOLOGY PRACTICE OVERVIEW

Tech Mahindra is a Pega Strategic Consulting Partner, with a history of collaboration since 2003. With over 1000 consultants skilled in Pega technologies, Tech Mahindra is well poised to serve our global customers with experience gained from hundreds of successful customer project implementations across various industries globally. Tech Mahindra has deep experience in delivering Pega-based solutions to complex business initiatives and also help organizations start small and scale fast on business initiatives leveraging the Pega technologies. Tech Mahindra and Pega closely collaborate at multiple levels – from proactively developing go to market innovative industry solutions as well as ensuring success on customer engagements.

Pega is a leader in software that streamlines business and enhances customer engagement in Global 3000 organisations.

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