

# Business Process Re-Engineering Solutions

## Achieving Operational Excellence

### Abstract

Business process re-engineering (BPR) is a strategy in business management that focuses on the reasoning and arrangement of workflows and business processes within an organization. TechM's BPR aims to assist organizations in fundamentally rethinking how they formulate their work processes to improve customer service, reduce operational costs, increase productivity, and transform into world-class competitors.

### Introduction

BPR is a modern, tech-driven, systemic way to boost your brand's technological and operational framework through consultation. Tech Mahindra's team of highly qualified and experienced consultants help you to understand the process add-ons and upgrades needed to achieve a dramatic increase in efficiency, productivity, and quality. Our approach is dynamic in nature, allowing businesses to keep gliding through an ongoing path of continuous improvement while witnessing greater ROIs.

### Achievable goals:



Vendor  
consolidation



Drive end-to-end  
governance



Process  
automation



BPR  
approach



Role and skills  
optimization



Exceed NPS  
targets



Reduce the business  
cost structure

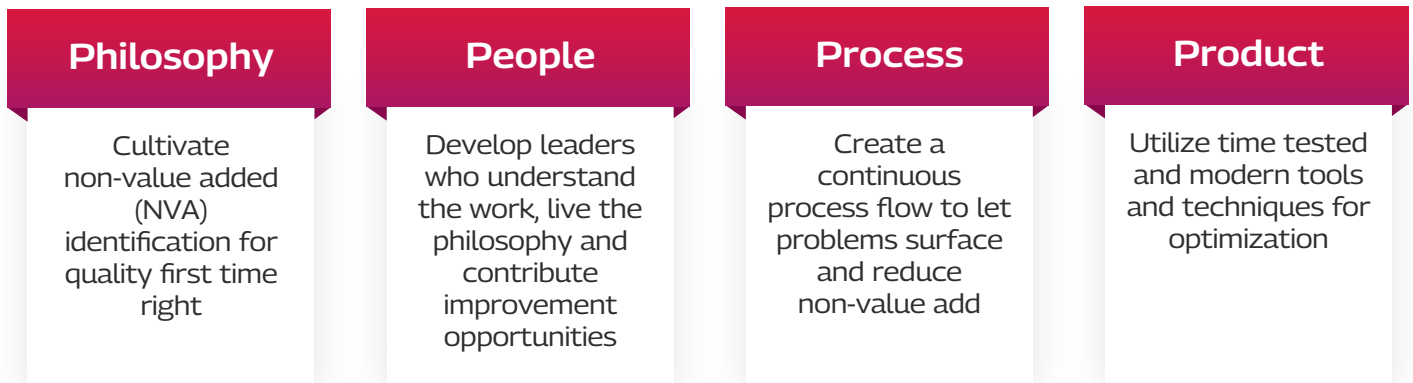


Operational  
excellence

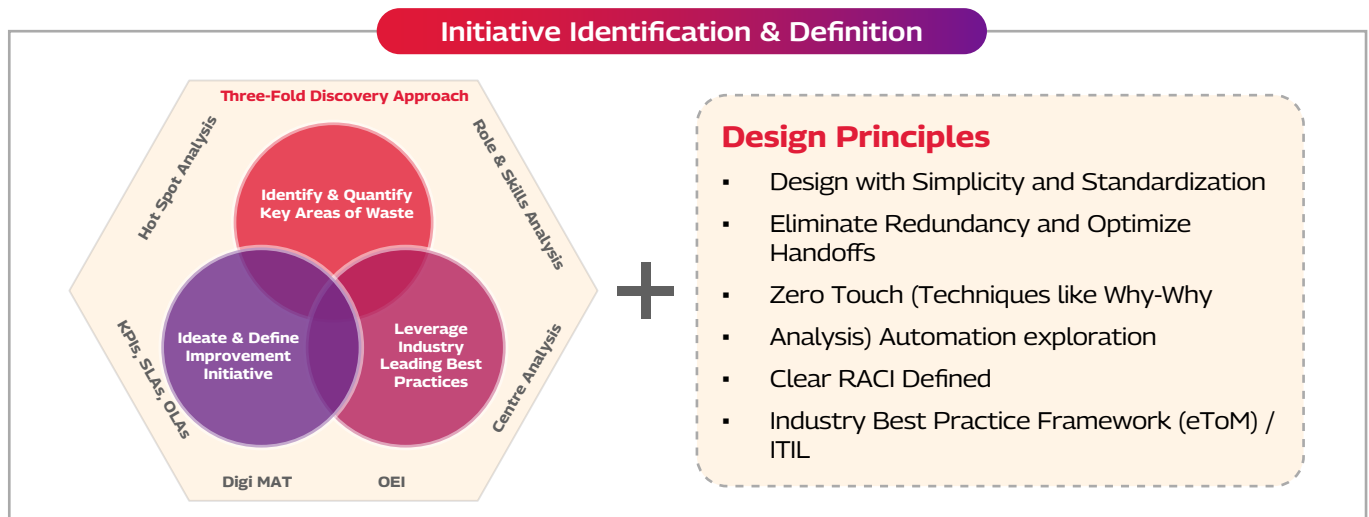
# Our Solution

TechM offers BPR as a service that involves a comprehensive consulting approach consisting of several steps, with the aim of achieving the business goals of our clients.

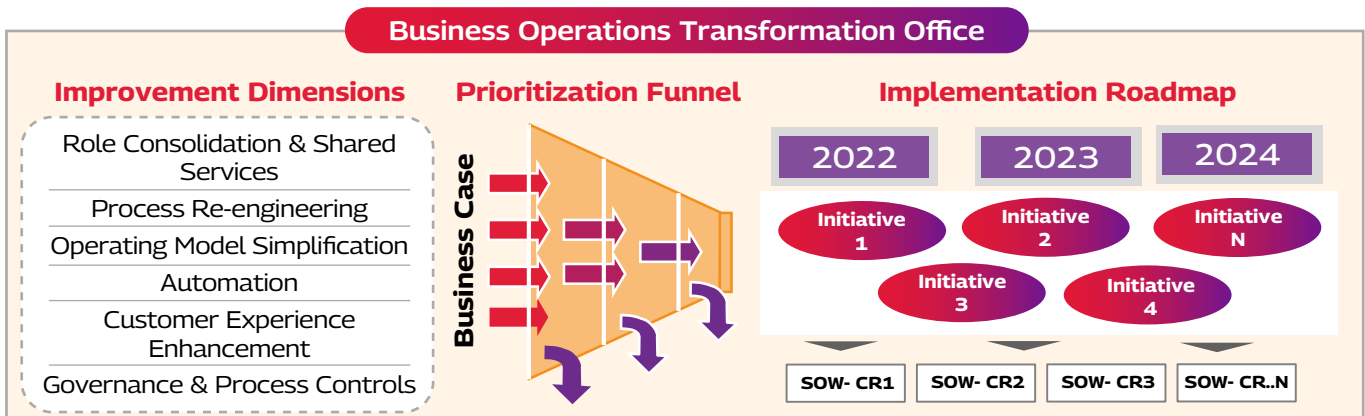
Our consulting approach involves the four Ps -



The process starts with initiative identification and definition, followed by a **three-fold discovery approach** and **design principles**.



This process leads to the establishment of a business operations transformation office, which consists of several improvement dimensions, including role consolidation and shared services, process re-engineering, operating model simplification, automation, customer experience enhancement, and governance and process controls. The prioritization funnel prioritizes the improvement dimensions, and an implementation roadmap is developed to achieve the desired results.



Overall, this comprehensive approach helps businesses achieve operational excellence by improving efficiency, reducing costs, and enhancing customer experience, as well as streamlining processes.

# Benefits

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**35%-65%**  
faster time  
to market

**25%-55%**  
increased  
productivity

**30%-70%**  
improved  
quality

**40%-60%**  
efficacy  
improvement  
rate



## The NXT.NOW™ Advantage

- Tested and trusted framework with Tech Mahindra enterprise back-office customers
- Enhance CX through improved IT and digitization initiatives
- Proactive customer interaction and order management
- Consistent customer experience through all channels by collaborating with all teams
- Improve query resolution and management processes

For more details, please write to us at [BPSConsulting@techmahindra.com](mailto:BPSConsulting@techmahindra.com)

**TECH**  
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