Be At The Forefront of Change

C-CONSULT

Specialized Consulting & Management Services for the CME Industry

Be at the
Forefront of Change …

Disrupting technologies, digital convergence and shifting consumer behaviors are revolutionizing the communications, media and entertainment (CME) industries. With rapid evolution in technology and markets, it is vital that CME companies ramp down traditional offerings, simplify operations, redefine the customer experience, deploy technology in innovative ways and reinvent their business model.

We at C-Consult, Tech Mahindra's CME consulting practice help our clients throughout the global CME eco-system, meet today's complex challenges and stay relevant using our technology, industry expertise and partner network. We help organizations uncover opportunities, understand trends and quickly launch new business models to stay competitive.

For more than 20 years, our future-focused consultants have been helping CME leaders to stay at the forefront of change with our agile and structured consulting approach. We take pride in our growing list of industry clients, and we deliver real-world results for them in this changing world.

Struggling to Navigate Today's Challenges?

Thinking about transforming the business model?

Concerned about reinventing your business?

Facing difficulty in innovating or quickly launching new capabilities?

Want to run leaner and smarter?

Looking for Network and IT Services?

Demand for responsive customer service?
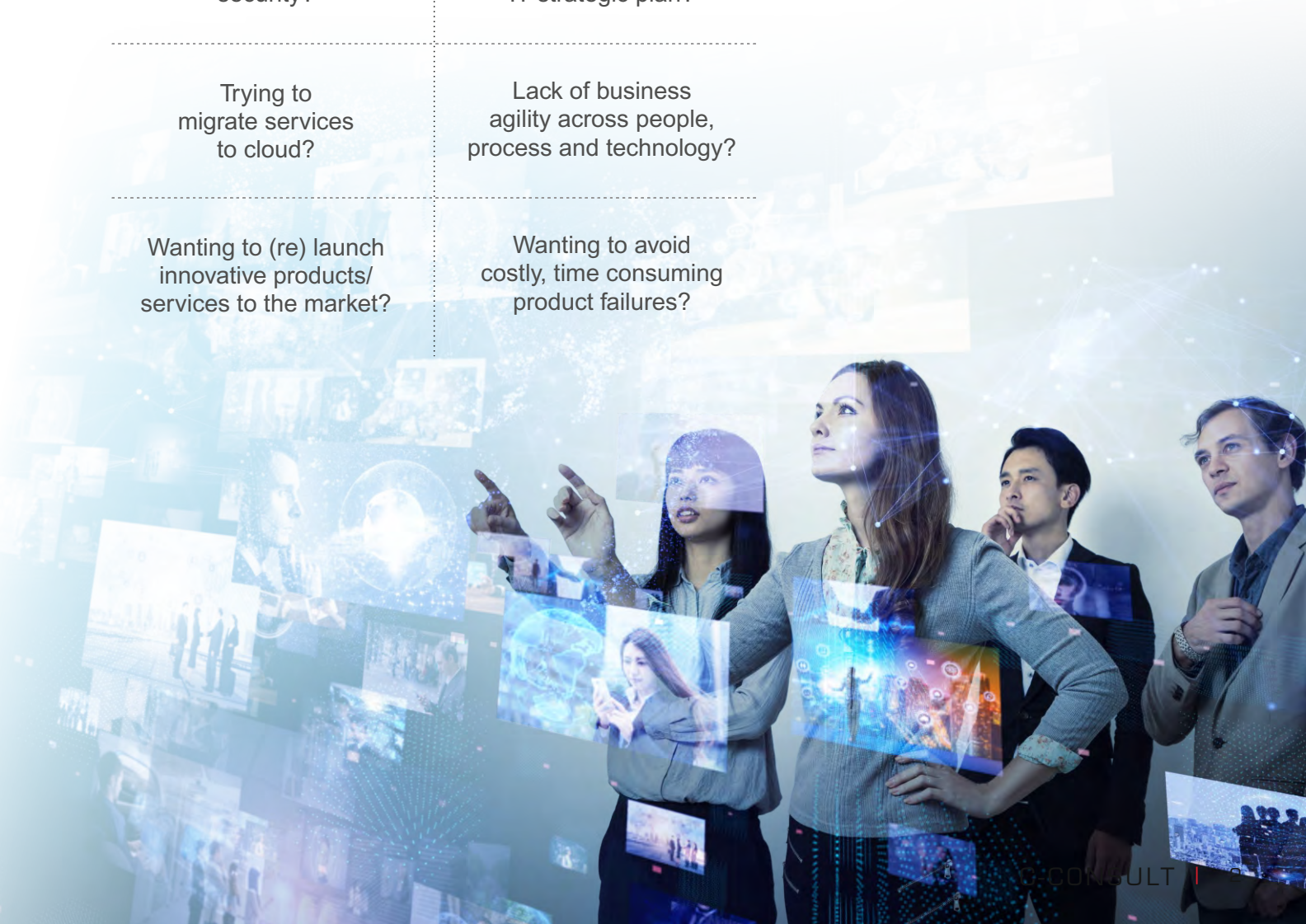
Concerned about business security?

Need a comprehensive IT strategic plan?

Trying to migrate services to cloud?

Lack of business agility across people, process and technology?

Wanting to (re) launch innovative products/services to the market?

Wanting to avoid costly, time consuming product failures?

We can help you Imagine, Grow and Run your Business!

We understand your business, your customers' expectations, evolving technologies, and industry convergence. We combine our knowledge of consulting, digital, and industry to solve your challenges and keep you at the forefront of the industry!

GROW YOUR BUSINESS

RUN YOUR BUSINESS

ENHANCE PERFORMANCE

IMPROVE CUSTOMER EXPERIENCE

IMPROVE SPEED TO MARKET

REDUCE COST

MINIMIZE RISK

ENHANCE CSAT

C-Consult: Business, Digital and Network Solutions to Transform your Business
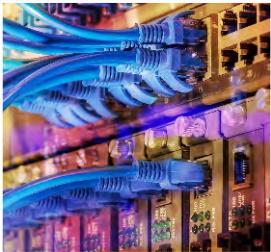
Business Consulting

We enable businesses to achieve true business benefits and true process performance through design of new age processes that leverage new technologies disrupting the market. We further help them to implement new or improved business processes leveraging IoT, Intelligent Automations, Cloud and Blockchain. We help our clients with innovations on growth as well as cost side of their business models.

Digital Consulting

We help businesses reimagine how to innovate and function using emerging technologies and become more competitive. We provide end-to-end digital solutions spanning digital strategy consulting, digital architecture designing and transformation consulting.

Network Consulting

We help businesses achieve the network environment as per their business needs. We provide network assessment, strategy, architecture and design services, to help businesses optimize their network cost, network infrastructure and network performance.

Business Consulting Services

Legend:
- Reinvent Business Model
- Design Solutions
- Drive Operational Efficiency
- Manage Culture and Change

BUSINESS CONSULTING SERVICES

Reinvent Business Model
- Innovative Centre of Excellence
- Business /Cost Transformation
- Readiness and GAP Assessment
- Business Model Re-engineering
- Supply Chain Transformation

Design Solutions
- Due Diligence
- Busines Case Definition
- Service Definition and Design
- Customer Journey Re-imagination
- Maturity Assessment and Roadmap Planning

Drive Operational Efficiency
- Agile, DevOps Advisory
- Software Assets Management
- Product Portfolio Optimization
- Operational Excellence
- Business Process Automation

Manage Culture and Change
- Demand Management
- Smart Workforce Design
- Talent Transformation
- Program Management
- Adoption Maximization

Digital Consulting Services

Digital Consulting Services circular diagram

Legend:
- Digital Transformation Strategy
- Business Model & Process Changes
- Experience Transformation
- Intelligent Business & Technology Operations

Center: DIGITAL CONSULTING SERVICES

Digital Transformation Strategy
- Digital Strategy
- Digital Product Innovation
- Competitive Benchmarking
- Transformation Roadmaps
- Customer Experience

Business Model & Process Changes
- 3x3 Analysis
- Business Digimagination
- Design Thinking
- Platform Strategy
- Process and Service Redesign

Experience Transformation
- Physical Design and Styling
- CXF Maturity Assessment
- BIO Hive
- Digital Channel Strategy
- Digital Experience Design

Intelligent Business & Technology Operations
- Agile Way of Working Advisory
- Operational Cost Transformation
- Supply Chain Transformation
- Digital operating model Design
- Automation Strategy

Network Consulting Services

Business Case Analysis & Capex-Opex Modeling

» Capex-Opex Analysis

» Impact Analysis in terms of Capacity and Cost

» "What-if" Scenarios Impact and Sensitivity Analysis

Spectrum and Technology Consulting

» Evaluation of Emerging Technologies

» 5G and IoT Consulting

» Spectrum Strategy and Valuation

Network Auditing & Due Diligence

» Benchmarking Network Performance

» Network Process Assessment and Evaluation

» Network Robustness and Failure Analysis

Mergers & Acquisitions Consulting

» Technical Network Combination Analysis

» Competition, Spectrum and Market Divestiture Analysis

» Synergy and Savings Analysis

Strategic Advisory & Consultancy
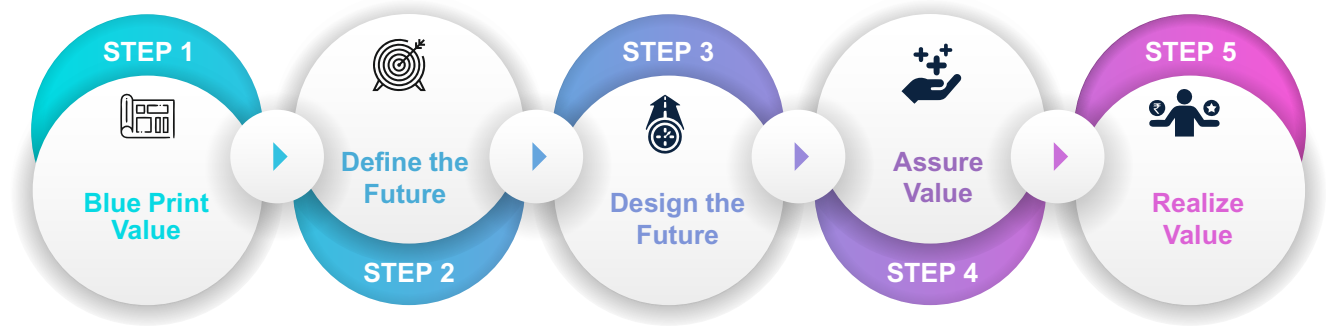
» Development of Business Strategies

» Cost Savings Analysis

Network System Evaluation, Rollout & Transformation

» Upgrade and Deploy New Technologies

» Network Transformation Roadmap

» OSS Evaluation Transformation

Speed up Impact and Execution with our Agile Structured Consulting Approach

STEP 1
Blue Print Value

Define the Future
STEP 2

STEP 3
Design the Future

Assure Value
STEP 4

STEP 5
Realize Value

Blue Print : Identify value drivers for the client.

Define the Future : Define what 'great' looks like – the future-ideal-state.

Design the Future : Design future state based on future vision and current state analysis.

Assure Value : Ensure integrity of the transformational chain to assure value.

Realize Value : Measure performance metrics defined in 'Blueprint Value' in future state.

Our Collaborations to Power your Success

We deliver unparalleled value to our clients with an ecosystem of trusted partners.
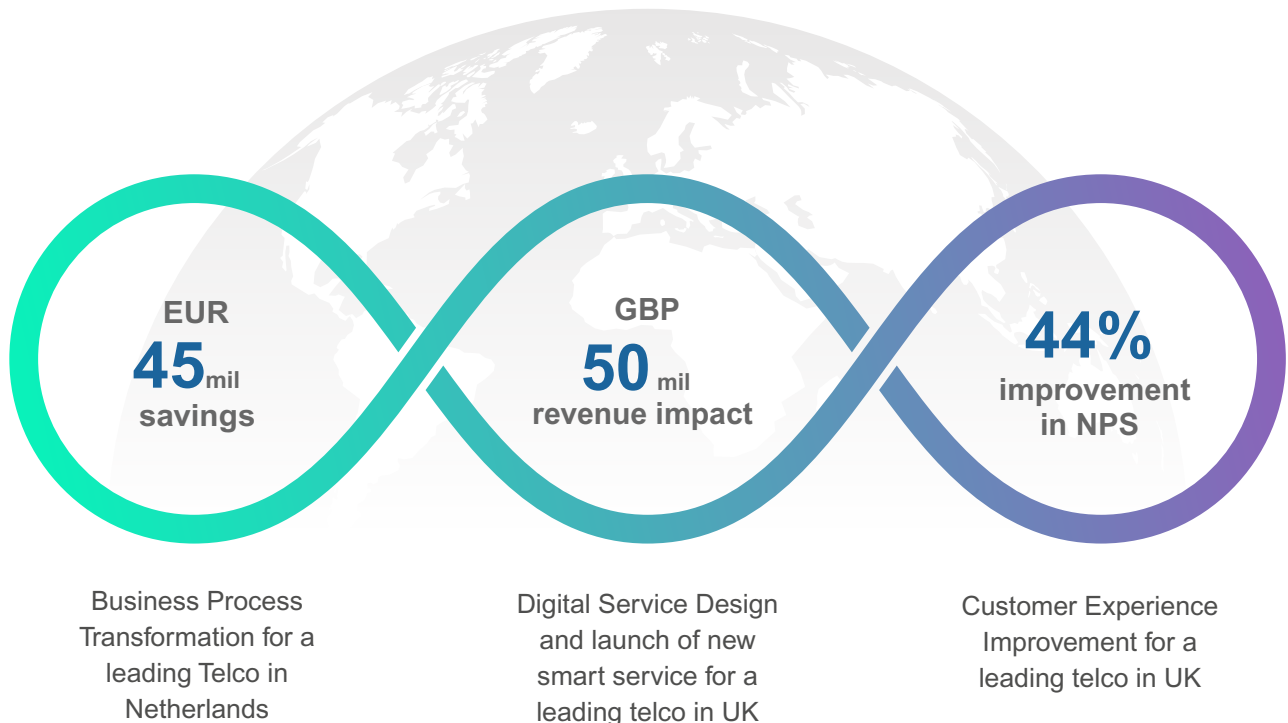

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Proven Success Stories

EUR
45 mil
savings

Business Process
Transformation for a
leading Telco in
Netherlands

GBP
50 mil
revenue impact

Digital Service Design
and launch of new
smart service for a
leading telco in UK

44%
improvement in NPS

Customer Experience
Improvement for a
leading telco in UK

Leverage our Specialized Solutions Grounded in Deep Industry Knowledge

20
YEARS HISTORY

400+
CONSULTANTS

300+
PROJECTS

20+
COUNTRIES

We Have
The Solutions
To Meet Your Needs
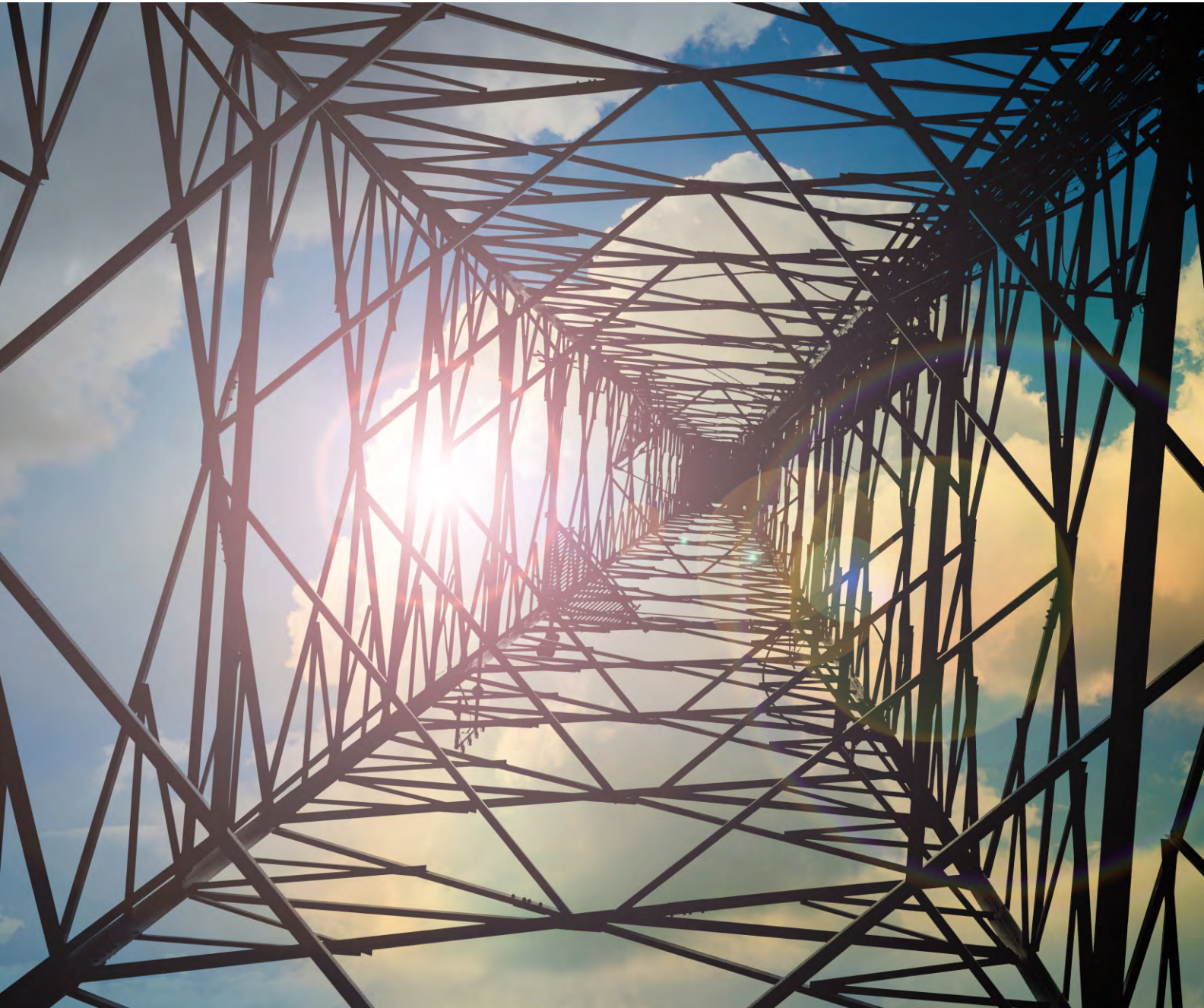
Write to us at

befutureready@techmahindra.com
and get more out of your business.

ABOUT TECH MAHINDRA

Tech Mahindra represents the connected world, offering innovative and customer-centric information technology experiences, enabling Enterprises, Associates and the Society to Rise™. We are a USD 5.2 billion company with 123,400+ professionals across 90 countries, helping 981 global customers including Fortune 500 companies. Our convergent, digital, design experiences, innovation platforms and reusable assets connect across a number of technologies to deliver tangible business value and experiences to our stakeholders. Tech Mahindra has been recognized amongst India's 50 best companies to work for in 2020 by the Great Place to Work®? Institute. We are part of the USD 21 billion Mahindra Group that employs more than 240,000 people in over 100 countries. The Group operates in the key industries that drive economic growth, enjoying a leadership position in tractors, utility vehicles, after-market, information technology and vacation ownership.

(*Figures as per Q1,2020)

ABOUT BE. TECH MAHINDRA CONSULTING

We are the Business Excellence team, Tech Mahindra's consulting unit. We help clients achieve business objectives in the digital era

- ❖ We work with clients to develop and implement digital transformation strategies that impact their products and business models

- ❖ We help our clients transform their operations and processes in line with this strategy

- ❖ We also help them build a key enabler for achieving these objectives: agility and automation in the technology function

- ❖ Our program and change management services ensure on-track implementation of the various transformation initiatives

All of these services are underpinned by proven methodologies, frameworks and tools. These are based on design thinking approaches that ensure stakeholder buy-in at each stage. Our clients find our global experience, collaborative approach, and the ownership we bring to ensure outcomes in every one of our engagements, as a key differentiator.