

BROCHURE

Tech  
Mahindra

# Re-Imagining Transformation with Capability-BPS Business Consulting



Connected World. Connected Experiences.

## Abstract

Tech Mahindra has been assisting businesses across the globe to evolve their legacy processes and embrace the technological evolution with its competent consulting team since long. And now, it is time that we up our game and upgrade ourselves to Consulting 2.0.

## Introduction

We are delighted to bring to you **Capability – BPS Business Consulting → Catalysing Change through Transformation**. We are the new face of transformation, offering solutions, and services that are more in-sync with today's diversified needs.

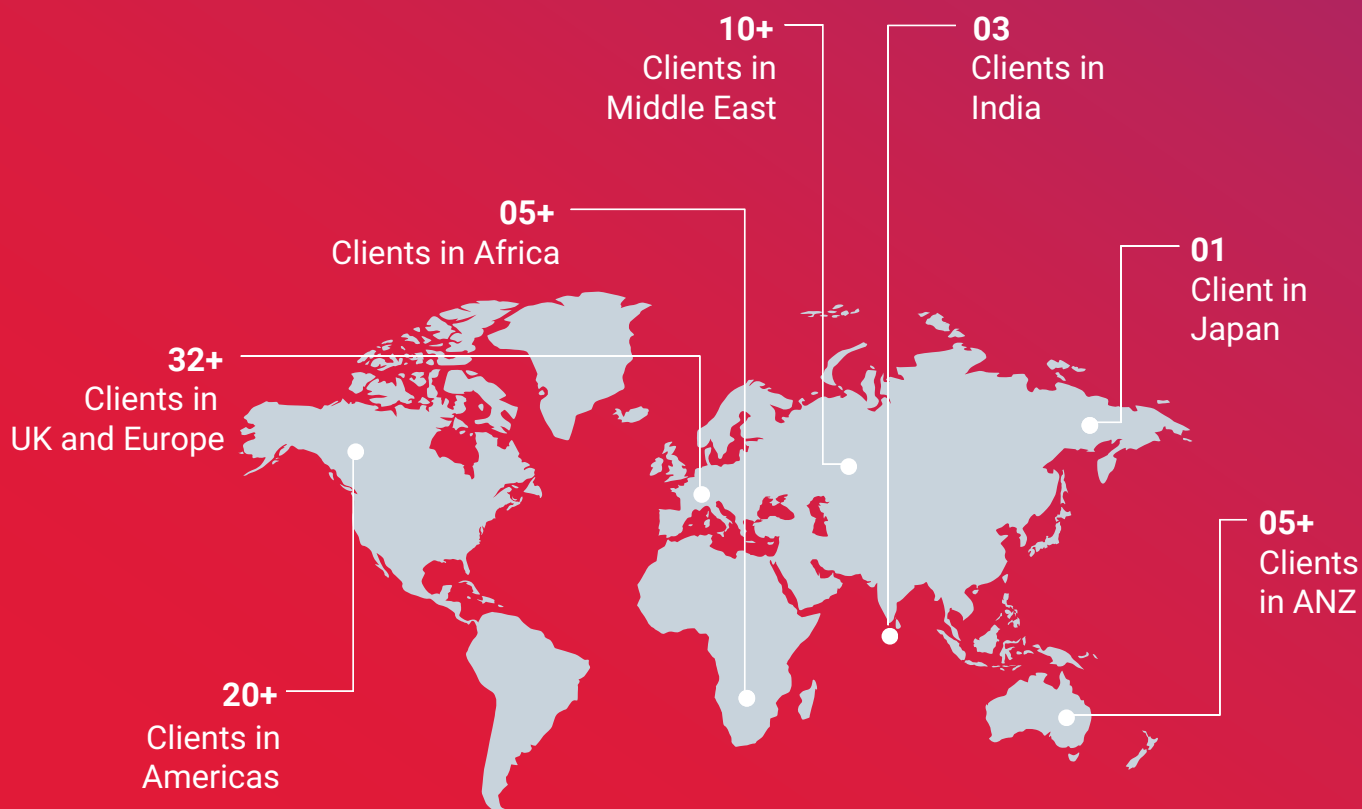
### Capability Overview

- **300+** Professionals
- **Avg 10** Years of Experience
- **1000+** Processes Transformed
- **12+** Tech Leaders as Partners
- **20+** IP and Tools

### Key Focus Pillars

- Business Analysis
- Customer Experience and Business Process
- Service Definition and Design
- Benchmarking and Baselineing
- Digital Services

## 100+ Businesses Transformed Globally



# Consulting 2.0: It's Time to be Pro-ACT(ive)

Our experience and expertise are enhanced by our unique demonstrable solution framework Pro-ACT, which stands for **Process Mining + Automation and Cognitive Analytics-led Transformation**, enabled by a truly digital-first approach. Here's our overall framework:



## Determine the Vision, Strategy and Define Goals

- Strategic goal / priority document;
- Competitor SWOT, industry assessment



## Opportunity Mining

- People-process-tech-assessment
- As-is process maps



## Opportunity Prioritization and Shortlisting

- Opportunity evaluation framework
- List of shortlisted transformation opportunities



## Stakeholder Mapping, Requirement Gathering and Planning

- Business case document
- Requirement document



## Solution Design and Development

- Solution design document
- To-be process maps



## Solution Deployment, Change Management and Way Forward

- Change management plan
- New KPI measurement

\*Key output deliverables enlisted above are indicative only.

## NXT.NOW™ Advantage

### Digital NXT

Intelligent automation deployed through new breed of hyper-automation, AI/ML and data analytics allowing businesses to use their skilled resources for improved efficiency, accuracy and performance.

### Benefits

- Reduce contact center volume
- NPS improvement
- AHT reduction
- RFT improvement
- Reduction in cost to serve
- OPEX improvement



### Our Solution

- Digital technology roadmap
- Omni-channel enablement
- Digital maturity assessment
- Automation assessment
- Customer journey mapping and benchmarking
- Digital transformation CoE



## CX NXT

Borderless services and deep domain expertise, creating memorable experiences through analyses of as-is processes, defining a business' unique journey to digital transformation.

### Benefits

- Digital penetration
- NPS improvement
- AHT reduction
- Churn rate reduction
- Reduction in cost to serve
- Productivity improvement



### Our Solution

- Customer journey mapping
- Contact center transformation
- Social analytics
- Customer behaviour study
- Channel performance assessment
- Conversational design as a service

## Project Management-as-a-service (PMaaS)

Enabling firms to leverage time-tested principles for improved control, reporting, compliance and budget alignment with solutions that are agile, scalable, and transparent.

### Benefits

- Better operational efficiency
- Quicker FMA, higher success
- Reduced go-to-market
- Flexibility in delivery
- Reduced resistance to change
- Risk free project delivery



### Our Solution

- Project management-as-a-service
- Change management-as-a-service
- Business analysis-as-a-service
- Leading scaled agile frameworks
- Reporting services
- Agile workforce and risk management

## Digital Process Mining

An analytical discipline for discovering, monitoring, and improving business processes by extracting knowledge from event logs readily available in today's information systems.

### Benefits

- Working capital optimization
- Spend reduction
- Compliance improvement
- Cycle time reduction
- Reduction in cost to serve
- CSAT improvement



### Our Solution

- Digital process mining-as-a-service
- Process modelling
- Process industrialization
- System migration assessment
- Digital process automation

## Business Process Re-engineering

A due diligence based modern, tech-driven and systemic way to up your brand's technological and operational framework via consultation for continuous improvement (CI).

### Benefits

- Increasing profits
- Accelerating innovation
- Faster processing time
- Reduces cost to serve



### Our Solution

- Lean Six Sigma
- Knowledge management- as-a-service
- Performance management
- CI-as-a-service
- Competition, market and customer assessment

# Success Stories

## Leading Australian Telco

Supported the client across multiple segments such as front of house and back of house support, wholesale and infra and field services.

- \$20+ mn savings delivered through diverse transformation initiatives
- NPS improvement of 45+ points
- Cycle time reduced from ~5 to ~3.52 days through process reengineering
- Reduced unmet demand by 4% thru predictive analytics
- New IP 'Control Tower' built and deployed to transform field services operations

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## Leading New Zealand-based Telco

Supported the client in its digital transformation journey across customer ops, wholesale and infra, and enterprise and consumer business units.

- \$18+ Mn savings through automation
- 200+ automation solution deployed
- NPS up by 45 points
- 80% reduction in cycle time for enterprise order provisioning
- Maturity from back office RPA to enterprise integration

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## US-based Leading Distributor of Speciality Chemicals and Plastics

Assisted the client to find process and cost optimization opportunities with process mining for enterprise back office.

- Accounts Payable: Working capital saved Reduce early payments: \$3.6 Mn  
favourable payment terms: \$1.8 Mn
- Accounts Receivable: Working capital saved capture overdue invoices: \$7.6 Mn
- Order to Case: Working capital saved automate credit hold removal for advance payment: \$5.5 Mn

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## Leading Indian data network solutions

Business Process Management (BPM) tool implementation impacting multiple business areas -> procurement, compliance, key account management and factory operations.

- 50% reduction in cycle time for approval
- 100% standardize process across units
- 100% clearly assigned responsibilities through tasks

For more information on Capability – BPS Business Consulting offerings, please write to us at [BPSConsulting@TechMahindra.com](mailto:BPSConsulting@TechMahindra.com)



# Tech Mahindra



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