

TECH
mahindra

servicenow

DIGITAL EXPERIENCE SIMPLIFIED



Introduction

Tech Mahindra is an Elite partner with ServiceNow covering sales, services, service provider, and technology programs. This partnership collaborates on creating value and building scale for our joint customers through rapid prototyping and developing the next generation solutions across IT, networks, applications, and end users. We drive digital initiatives across 5G, Internet of Things (IoT), artificial intelligence/machine learning (AI/ML), augmented reality/virtual reality (AR/VR), and multiple other technologies to drive customer experience.

Our ServiceNow Service Offerings

■ Consulting and Roadmap

With the right blend of domain, process, and product knowledge, we help our customers accelerate their digital transformation to make their work perform better for them. Our consulting offerings are:



End-to-end
Assessments



Digital
Transformation
Roadmap



Business
Case Modelling



Service Experience
Using Design
Thinking



Automation
and AI-Driven
Operations





■ Centre of Excellence and Innovation

Our ServiceNow Center of Excellence and Innovation (CoEI) provides prescriptive and actionable advice to maximize the value of ServiceNow investment in existing and new customer engagements. Additionally, CoEI offers the repository of a diverse set of reusable assets, stories, ready-to-use templates, starter kits, best practices to accelerate deployments, POVs (proof of value), and POCs (proof of concept) to customers.

■ Implementation

Tech Mahindra offers implementation and development services by:



Leveraging Agile and SAFe frameworks in a hybrid resource model



Adopting industry best practices



Delivering projects faster using TechM accelerators



Adhering to ServiceNow recommendations



Consistent CSAT rating



■ Delivery-as-a-Service

Tech Mahindra offers “delivery-as-a-service” – a managed services model to support, maintain, and enhance the ServiceNow platform—leveraging a vast knowledge base, automation use case repository, and lean project team using:



SAFE Agile Delivery Centre



KPI and Outcome Based Delivery



4 Model Options



Joint Industry Solutions with ServiceNow



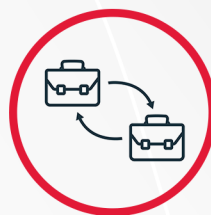
Integrated Platform
helps telecommunication providers transform their customer experience by integrating legacy systems and leverage artificial intelligence and machine learning, so the customer support cases can be routed to the right agents at the right time.



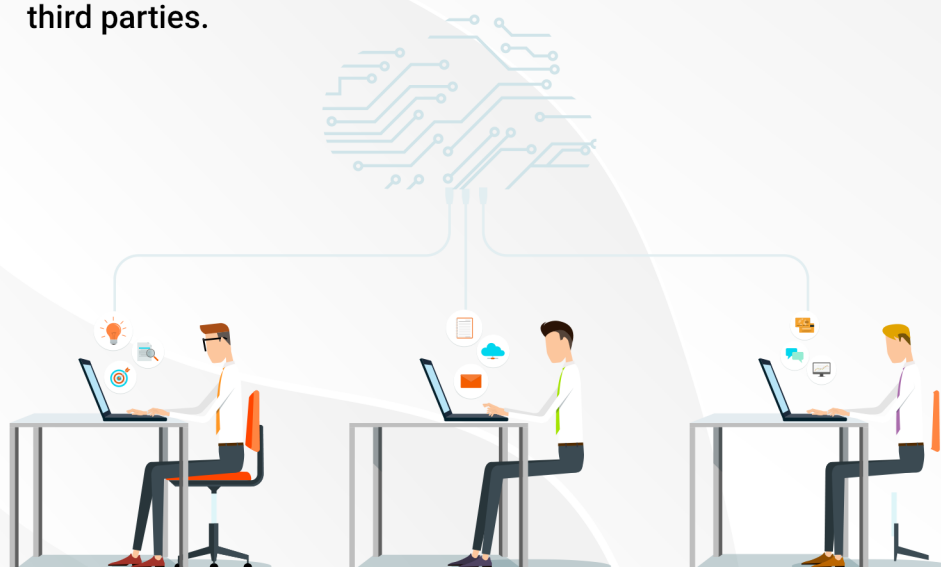
Well Plug and Abandonment Management
supports oil and gas customers to simplify and manage the entire lifecycle for oilwell plug and abandonment, while meeting compliance goals, process efficiency, and keeping projects on schedule.



Digital Marketplace
enhances customer experience with an over-the-top (OTT) layer which offers marketplaces. This enables the service provider to fully manage the customer journeys: buy, use and care for new digital services like 5G, while consolidating offerings from the service provider and other third parties.



B2B Digital Concierge
uses a Service Bridge between Customers and Partners to enable low-touch and highly automated Service Management. TechM brings in its provisioning capabilities to provision new services integrated with TSM.



Tech Mahindra's Solution Offerings

Mainstream Solution Offerings



Digital Experience Management

- Mobility empowered users persona-driven mobile apps to request, approve, track, support and collaborate
- Consolidated service management
- E- bonding and order management services in a single platform Service 360



Compliance Management

- Stock management
- License harvesting
- Certificate management
- Contract management



Smart Cloud Management

- TechM's mPAC and iCOPS platform powered by ServiceNow
- Single integrated platform for multi-cloud management
- Day Zero to Day Two operations - design, provision, manage and govern
- Integrated billing and chargeback



Single pane for Business KPIs

- Evaluate business impact and BLA (business level agreement) performance
- CSDM (common service data model) framework for managing taxonomy (capability, portfolio, product, business service to app relationship)

Enriched Solution Offerings



Employee Service Experience Management

- Employee service center
- Happiness index



Customer Service Experience Management (B2B/B2C)

- Digital market place (buy, use and care journeys of B2B customers)
- B2B concierge



Industry Focused E2E Process Flow

- Real time remote monitoring and service management
- Social sustainability (tracking carbon footprint - electricity consumption)
- Digital MRO for telecom(maintenance,repair and operation) for 5G use cases
- Connected operations for managing factories, warehouse
- Asset management and digital supply chain
- Digital Safety (safe workplace)



Single Pane For Business KPIs

- Design time and run-time view for Telco (using C3P)
- Manufacturing focused CMDB along with OT

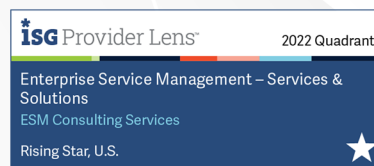
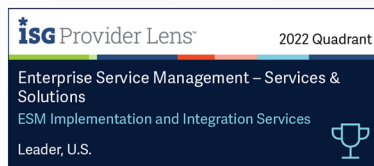
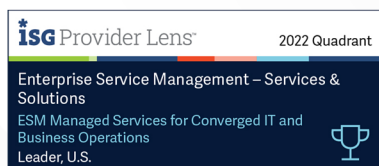
Customer Success Stories

- Enabled a US telecom company achieve a seamless customer service experience through ServiceNow's CSM (customer service management) and integrations with over 30 legacy tools.
- Achieved consolidation of over 4 disparate ITSM systems and streamlined IT operations for a Tier 1 Australian telecom.
- Enabled a major South African E and U company with 20% reduction in third party service contracts spend through ServiceNow enabled automation.
- Successfully set up ServiceNow Center of Excellence and Innovation (CoEI) for customers across multiple verticals like BFSI, manufacturing, and telecom.



TechM NXT.NOW™ Advantage

Global Recognition



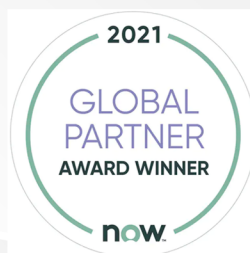
1 Ranked as a 'Leader' by ISG in Enterprise Service Management - Implementation and Integration Services and Managed Services for Converged IT and Business Operations, U.S. 2022.

2 Proud winner of ISG Digital Case Study Awards 2021 – Tech Mahindra tops the ISG Digital Case Study Awards with 5 standout case studies



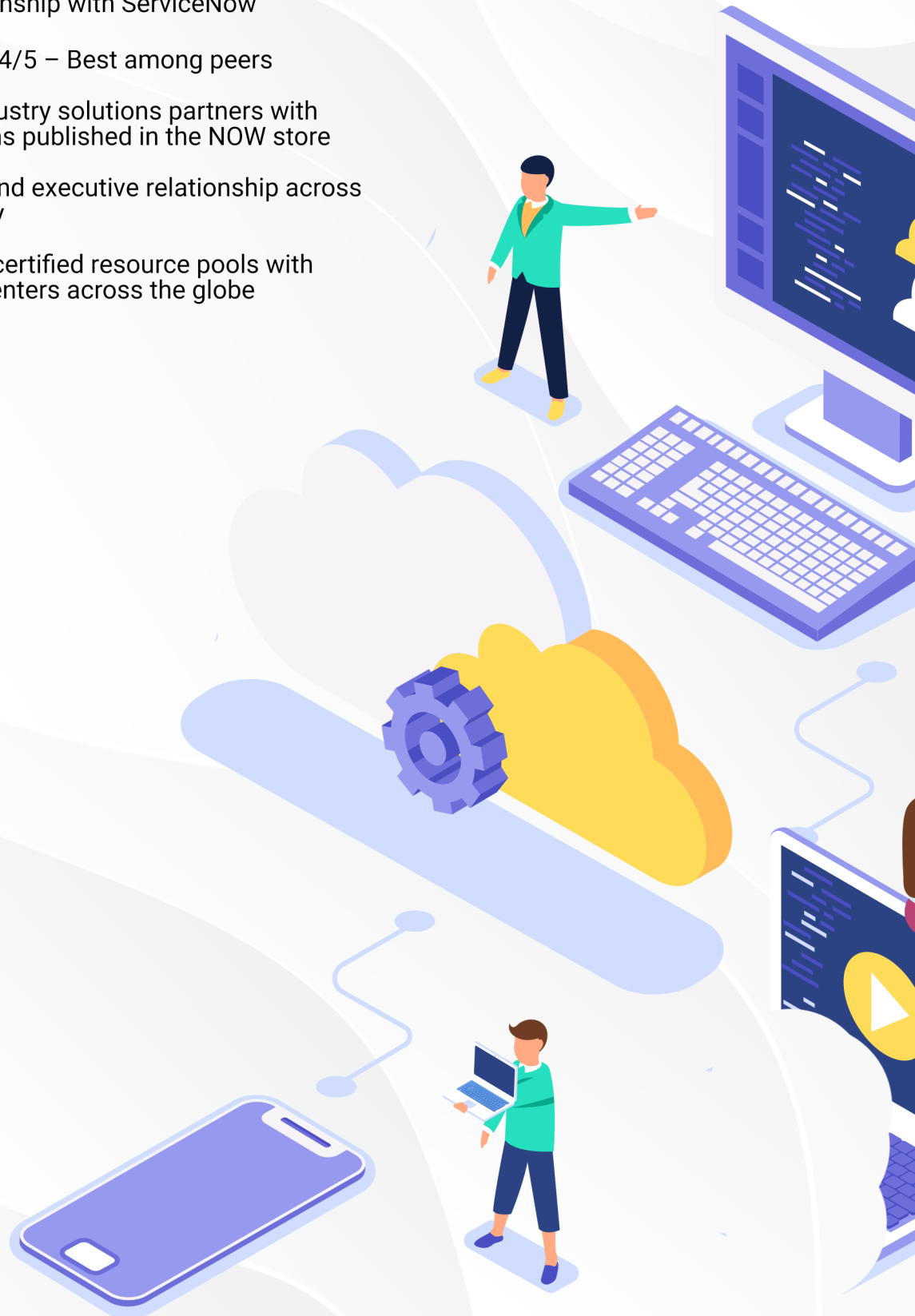
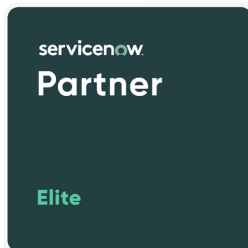
3 Recognized as a Leader in 2021 Gartner Magic Quadrant for IT Services as communication services provider, worldwide for three years in a row

4 Winner of Global Partner Award as the '2021 ServiceNow Global Emerging Industry Solutions Partner of the Year'



Tech Mahindra and ServiceNow Partnership

- ServiceNow Elite partner
- One of the top Strategic Global Alliance (SGA) partners
- Global sales, services, service provider and technology partnership
- 360-degree relationship with ServiceNow
- CSAT Score of 4.94/5 – Best among peers
- One of the top industry solutions partners with 4 industry solutions published in the NOW store
- Global presence and executive relationship across all regions globally
- Large skilled and certified resource pools with various delivery centers across the globe



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