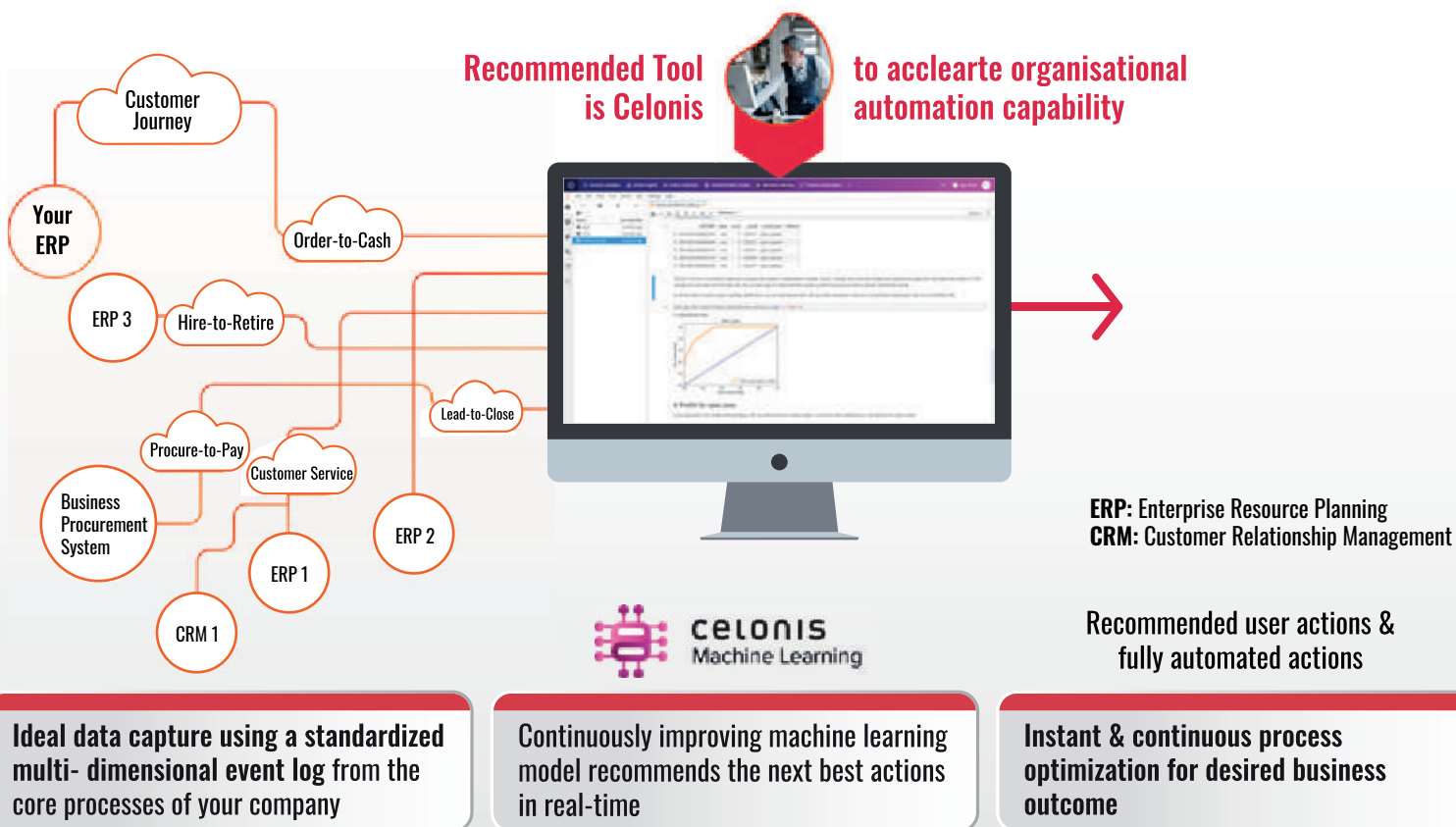


# DIGITAL PROCESS DISCOVERY LED TRANSFORMATION

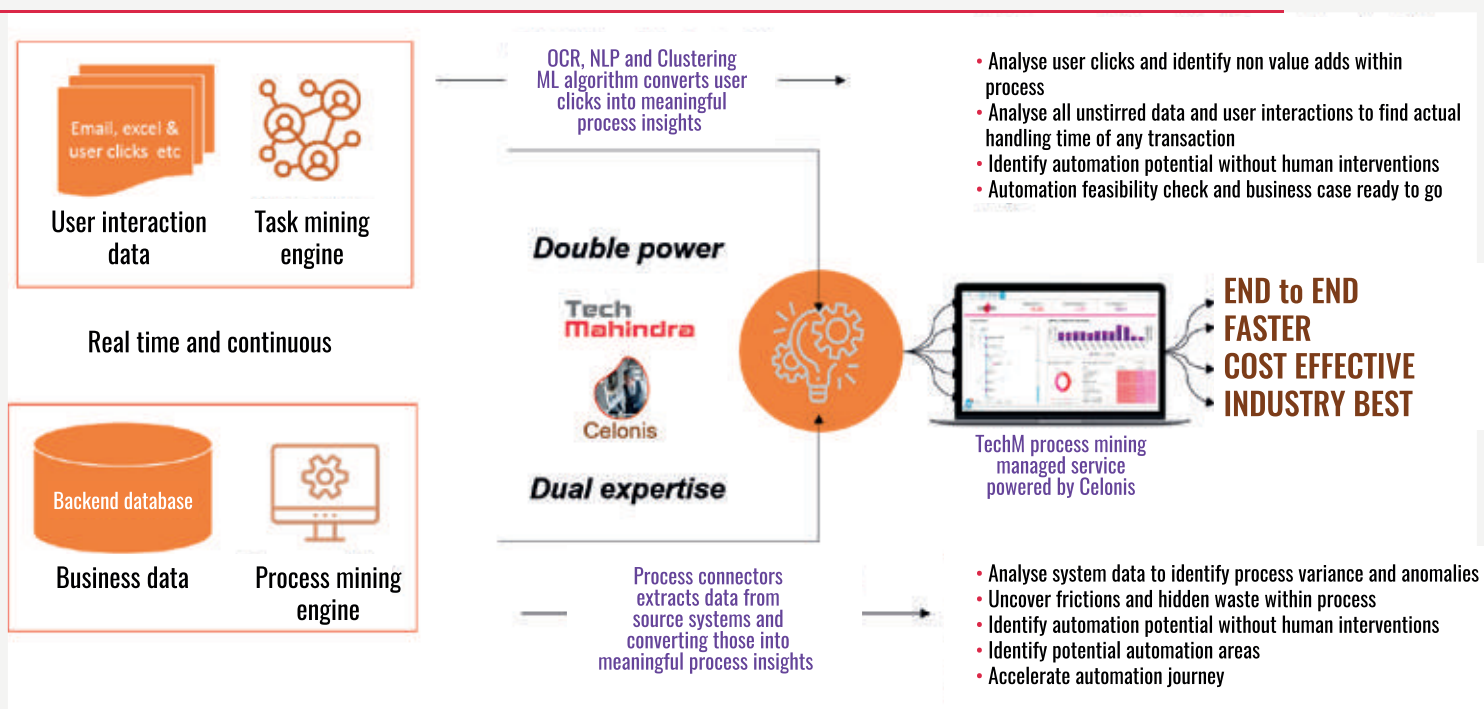
Connected World  
Connected Experiences

We at TechM has brought in process mining and task mining into our transformation tool kit to uplift the transformation journey of our clients. This approach is going to help any organization to transform their business at 360 degree, starting from back office to front office and create a combined and end to end success story. TechM built up multiple different IPs and Offerings to help their customers to uncover the complete potential of process mining.

## HOW DOES IT WORKS?



## LEVERAGE DOUBLE POWER AND DOUBLE EXPERTISE



# WHY YOU SHOULD CHOSE US?



## UNDERSTANDING OF PROCESS MINING LANDSCAPE

- Existing **Platinum Partnership with Celonis** enables us to bring in tailor made approach to accelerate the adoption and insutrialization
- TechM has **built and delivered multiple use cases across back office** and front office operations



## EXPERTISE ON PEOPLE, PROCESS AND TECHNOLOGY

- Over the last couple of years, TechM has placed itself uniquely at the intersection of **People, Process and technology** serving customers across the globe
- Skilled and experienced resources availability for **immediate scale up and expansion** of process mining program



## PROCESS MINING COE

- Tech M has setup a dedicated CoE for Process Mining, Task Mining and BPM. **More than 100 Consultants** certified on Digital tools like Celonis, Process Gold, Signavio, FortressIQ etc.
- TechM has got right mix of **people capabilities and Technologies** for on demand support in process mining



## EXPERTISE IN CHANGE MANAGEMENT

- TechM brings in **more than 30 years of Change Management experience** which becomes crucial when People and Technology work together.
- **Replicate best practices** across large & complex org.



## TECHM PROCESS MINING IPS AND USE CASES

- TechM has built **frictionless contact centre transformation capability** in process mining as their IP which can help to identify insights across the customer journey from contact centre to back office operations





# WHAT VALUE ADD IT CAN BRING IN?



## Digital RPA

### Reduce RPA discovery (manual effort) effort by 70%

Analyze user clicks and identify rule based and repetitive steps within process and map end-to-end journey along with average handling time of a task through task mining capability.



## Optimize cycle time

### Reduce overall process cycle time by 20-30%

Uncover the friction within the process and reduce the cycle time of end-to-end process



## Optimize average handling time of process

### Reduce average handling time of any process by 10%- 15%

Analyze user clicks and identify non value adds within process and all unstirred data and user interactions to find actual handling time of any transaction



## Reduce Cost to serve

### Minimize cost to serve by 20% - 30%

Remove all none value added activities and optimize the process flow which will turned to reduction in cost to serve



## Enhance user and customer experience

### Uplift overall customer and user experiences

Identify frictions, which are affecting overall customer and user experiences and make it flawless



## Use occupancy improvement

### Uplift Occupancy for front office users by +95%

Continuous monitoring across desktop and business data and user activities will help to reduce none value added activity and improve user occupancies for front desk users



## Efficient resolutions

### 20-30% speeds up Resolution time

By mapping end-to-end business process from front end to back office will help customer to get the resolution time faster

For more information, please write us

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