

# Field Service Transformation

**BROCHURE**



**Connected World  
Connected Experiences**



# Top Challenges & Desired end state in Field Ecosystem for Telco's

**Vision for Most Telco's FSM:** Deliver high quality field services at the lowest cost, balancing customer and regulatory commitments and brand perception

## From

- Highly manual, disparate workflows
- Fragmented, siloed planning
- Rudimentary, single-rule based dispatch
- Multiple systems and data sources

## To

- Standardised, simplified and digitized workflows
- Centralized, objectives-driven prioritization
- Intelligent multi-variate scheduling optimization
- Single ecosystem and data lake

## TechM's Framework to deliver accelerated transformation

With the 'BUILD / ROLLOUT' process waning, focus is on 'RUN' and 'OPTIMISE'

### TechM' Innovation Centre

#### Transformation Enablers

##### Process Innovation

- Real-time performance of the business processes
- Actionable insights to drive improvement via automation and analytics
- Drive lean projects to remove process wastes
- Identification of bottlenecks that result in high process cost
- Track and monitor improvements deployed

##### Intelligent Automation

- Automation Strategy :- Opportunities Prioritize and Business Case
- Automation COE design and implement RPA, AI & system integration projects
- Avoid Duplication of Efforts and Expense
- Enable Business Agility
- Set-up Scalable Automation Execution Engine

##### Cognitive Capability

- Real time dashboards to track productivity
- NLP and Text mining
- Pattern and Detection analytics
- Predictive analytics to predict fall out, rejection
- ML model to improve productivity
- Derive actionable insights & actualize business value

**Right IP** to Transform / Digitise the 'Order to Activate' journey

**Quick Release** (8-12 weeks) of Operational Efficiency

**Focus on right outcome** - Order Accuracy (RFT), Order Throughput, Order Failure prevention (Fallout prevention)

**Managing the RUN** - Control Tower Framework / Transformation Office

Framework to be **Non Intrusive** and **Collaborative**

#### Continuous Improvement

  
**BPS Consulting**

  
**Change Management / Collaboration**

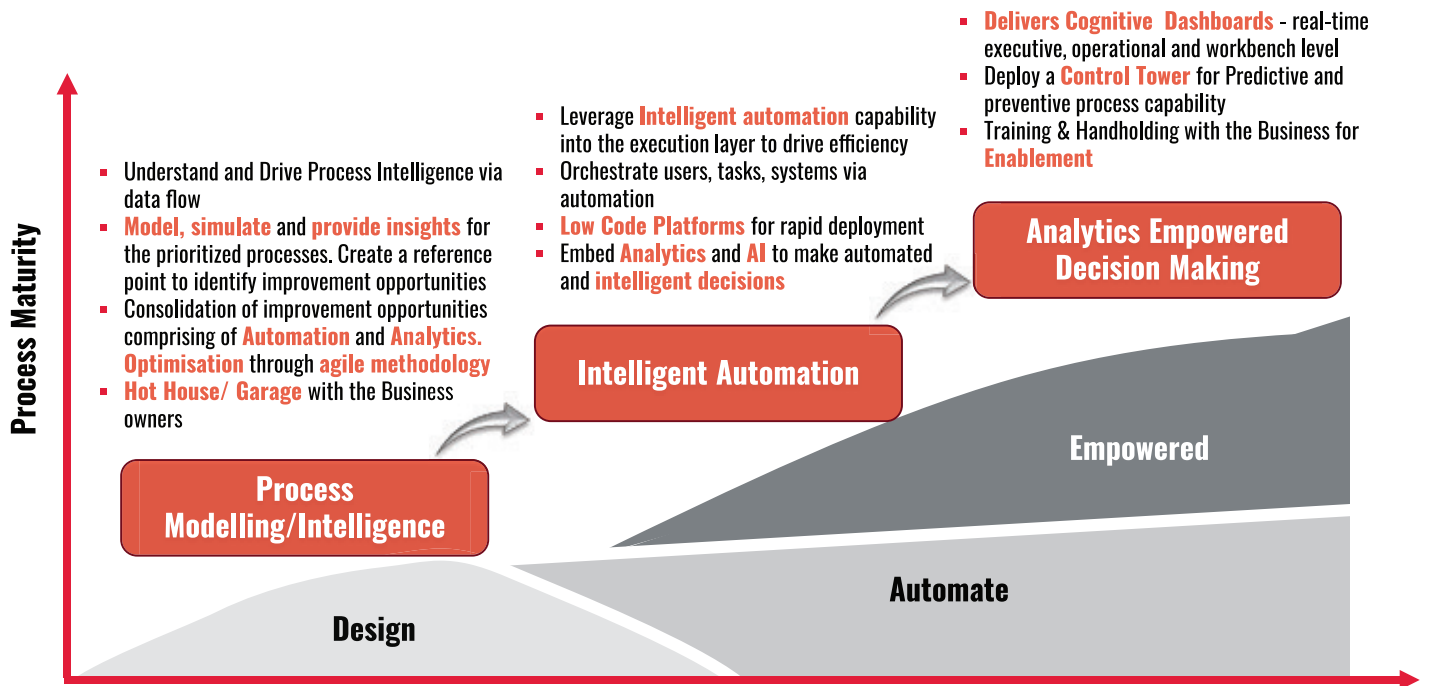
  
**Enterprise Architecture**

  
**Platform Enablement**

  
**Benefit Quantification & Reporting**

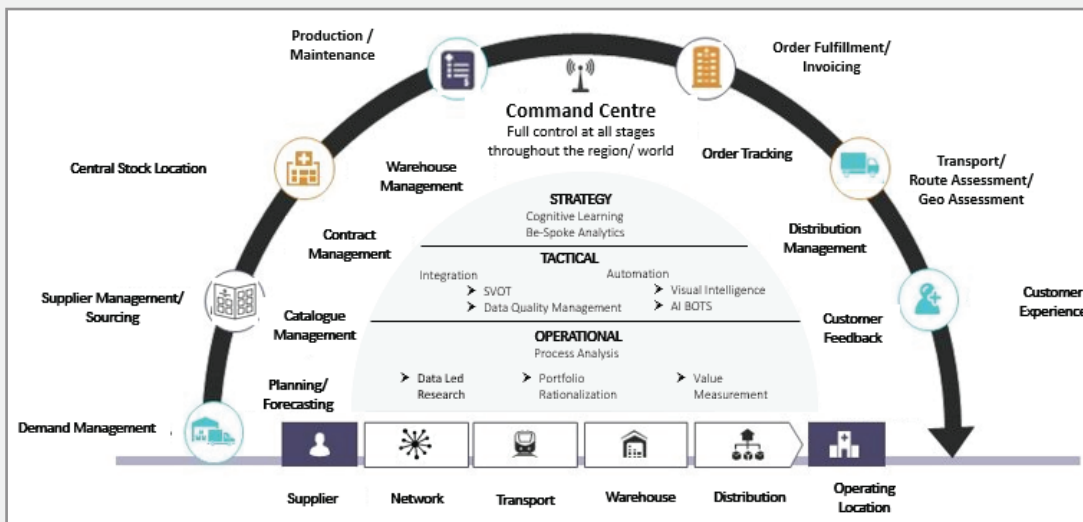
**Program Governance: 'Control Tower' across O2A journey**

## ...creating need of Digital transformation ecosystem to transform



## AI driven Supply Chain Command Centre - Control Tower

CHALLENGES	Demand Forecasting	Inventory Push Out/Pull In	Mitigate Supplier Risk	Reduced cash flow	Reduced NPS
OBJECTIVES	Increase lean Processes/ Workflows	Efficient planning	Increase Productivity	Monitoring/Control	Increase CSAT
BUSINESS INSIGHTS	Spend Visibility	Revenue Leakage	Demand Fulfilment	Supplier contract terms	Dispute Pattern



### OUTCOME

- Optimized Payment term - **85%**
- Process standardization by **95%**
- Improve CSAT by **15%**
- Improved DPO by **15% - 20%**
- >80%** Forecast Accuracy
- >90%** Spend Compliance
- Reduced cost / transaction upto **30%**

## BRAIN brings intellect to Control Tower powered by AI and Machine Learning



## Resulting into

- Increase in Internal Technician Productivity by **7%**
- Reduced unmet demand by **4%**
- **~60** FTEs benefits across field business units
- **~15%** improvement in Production efficiency of Workflow specialists
- Savings of **\$6.5Mn** annually on incomplete Truck Roll
- Improved CSAT by **~5-7%**
- More **Cross-sell & Upsell opportunity**
- Improved **Brand perception & Strategic Positioning**



## Why TechM? Our success story



**35+**  
BOTs Live



**Operational Efficiency**  
improved by 21%



**AUS & IND** Offshore  
Capability Centres



**AUD 3.6Mn** Savings  
through AI/Analytics



**2+ Years** of  
Operations



**~25+** processes analysed  
using system driven data



**300+** Workflows  
mapped on Signavio



**65+** FTE Benefit  
through RPA



**21+ FTE** benefits through  
AI/Analytics Capability



Increased Collection  
by **AUD 2.4Mn**

# Tech Mahindra



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