



Prepare your business for Coronavirus outbreak

Coronavirus Diseases (COVID-19) has not just shaken up the masses but also businesses including global giants all across the world. Let Tech Mahindra help your businesses deal with the COVID-19 outbreak. Our Work at Home model is simple to deploy using any standard PC with our Work at Home Virtual Desktop (VDI) solution. Major highlights of the solution:

- Physical site based workers can be deployed rapidly from home
- BYOD (Bring Your Own Device) solution compatible with site workstations or home workstations / PC's
- Secure access to the same work tools the office using
- Protection of customer data and or PI (Personal Information)
- TechM WAH Technology Stack contains all the employee engagement tools needed to deploy home workers
- eLearning and virtual training tools ready on demand
- Cloud based, PCI and HIPAA compliant virtual desktop

Recruiting

- Geographically distributed hiring model; not hub & Spoke based
- Global footprint able to provide on-shore local WAH support for virtually any language and skill set
- Access to vast levels of maturity, education and skill sets
- Detailed Associate profiling and selection process
- Robust virtual worker screening process

18 - 26	Average Age	30 - 48
35%	College-Level Education	80%
Average	Attrition Level	Lower
Under 10	Average Years of Work Experience	Over 10

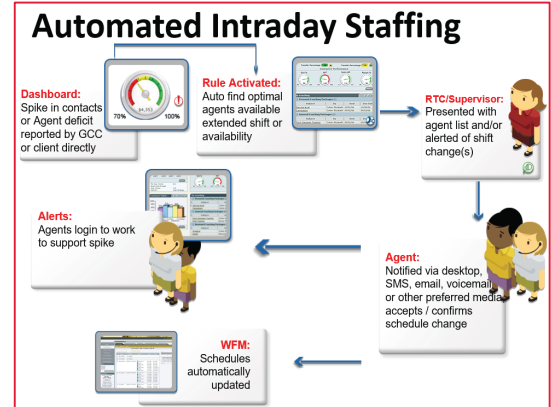
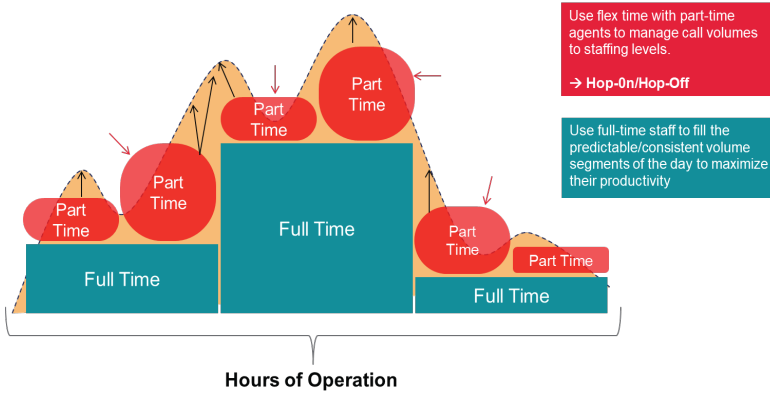


Virtual Training

- Advanced instructional design - Conversion of existing brick and mortar curriculum into fully remote eLearning
- Adult learning concepts
- In-house Virtual Training Designers and Instructors
- Interactive, live virtual delivery of classroom-style training
- High-touch virtual side-by-side nesting
- SCORM compliant



Workforce Management



- Flexible scheduling model appeals to employees work-life balance
- Leverages a combined Part-time / Full-time staffing model for maximum tenure and flexibility
- Higher levels of program occupancy and net productivity
- Automated Intraday Staffing features dynamic staffing approach to adding or subtracting staff quickly to match intra-day volumes

Performance Management Tools

- Remote communications suite with persistent chat rooms, bulletin boards
- Daily performance reporting dashboard
- Video chatrooms used for face-to-face weekly coaching
- Work@Home Associate Portal - Centralized location where TechM WAHA's go to work



TechM WAH Benefits

Cost Savings – By using at-home workers, we can avoid building or renting new contact center facilities and can gain efficiencies that lower overall contact center cost.

Flexibility & Ability to Meet Demand Curves – By bringing home-based workers online quickly, we are able to better respond to changing demand on a daily or seasonal basis, without hiring for peak hours.

Ability to Target Unique Skill Sets – By leveraging a geographically distributed hiring model, we are able to significantly expand our hiring footprint which enables us to target very specific talents and skill sets that could not be obtained from a traditional site location.

Improved Results – Our “distributed” or “geographically dispersed” hiring model taps into a global talent pool, which leads to much more selective hiring and ultimately yields better achievement of client KPM's.

Improved Efficiencies – Our WAH programs utilize part-time schedules that contain multiple start & stop times within the same day, which provides a better staffing solution for erratic call traffic and lead to improved efficiency.

Business Continuity – Employing remote agents allows TechM to be nimble and responsive in keeping the business going in the face of a natural disaster or other crisis. When a crisis does occur, calls can be quickly routed to WAH programs.