

TECH MAHINDRA'S PEGA TECHNOLOGY PRACTICE FOR MANUFACTURING

Digitization is disrupting the Manufacturer's "Time to market". How can you leverage the strength of IoT, robotics and Pega technology to remain competitive?

TOP 3 PRIORITIES FOR MANUFACTURERS

CONNECTED PRODUCTS

CONNECTED BUSINESS PROCESSES

CONNECTED BUSINESS MODELS

Tech Mahindra has partnered with Pegasystems Inc., to provide solutions to help the manufacturing sector address these industry drivers. Our solutions target problems across the product lifecycle, from new product introductions, order management, field service and warranty management as well as overall connected experiences.





KEY SOLUTIONS

SUPPLY CHAIN VISIBILITY

NEW PRODUCT INTRODUCTION

CONNECTED SERVICE EXPERIENCE

INTEGRATED QUALITY PLANNING

INTEGRATED GLOBAL WARRANTY & CLAIMS SOLUTION

RECENT SUCCESS STORIES

Fortune 10 Manufacturing Major

Developed a comprehensive framework that covers end-to-end warranty claim lifecycle management, advanced analytics and reporting, parts return, supplier bill back and performance tracking, resulting in **\$53 million** annual operating cost savings, and a **25%** reduction in warranty costs.

Hitech Manufacturing major

Implemented a Process Change Management Solution (PCMS), which ensured improved quality management systems for advanced quality management planning and capacity management, while keeping track of current and new products that are managed across 50+ manufacturing site locations. This resulted in a **269% ROI** in a three year risk adjusted period

A Japanese Automotive industry leader

Implemented an early detection & warning system that intercepts and tracks repair orders instantaneously. This ensures that costly parts are first repaired before replacing, multiple repair attempts of the same part are tracked and parts that are not under warranty are reviewed before they are repaired and claims are paid. This resulted in an annual **ROI savings of over \$4M** in warranty expenses and **decreased buy back**.

PEGA TECHNOLOGY PRACTICE OVERVIEW

Tech Mahindra is a Pega Strategic Consulting Partner, with a history of collaboration since 2003. With over 1000 consultants skilled in Pega technologies, Tech Mahindra is well poised to serve our global customers with experience gained from hundreds of successful customer project implementations across various industries globally. Tech Mahindra has deep experience in delivering Pega-based solutions to complex business initiatives and also help organizations start small and scale fast on business initiatives leveraging the Pega technologies. Tech Mahindra and Pega closely collaborate at multiple levels – from proactively developing go to market innovative industry solutions as well as ensuring success on customer engagements.

Pega is a leader in software that streamlines business and enhances customer engagement in Global 3000 organisations.

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