

NAVIXUS

**Navigating Our
Customers' Journeys**



Abstract

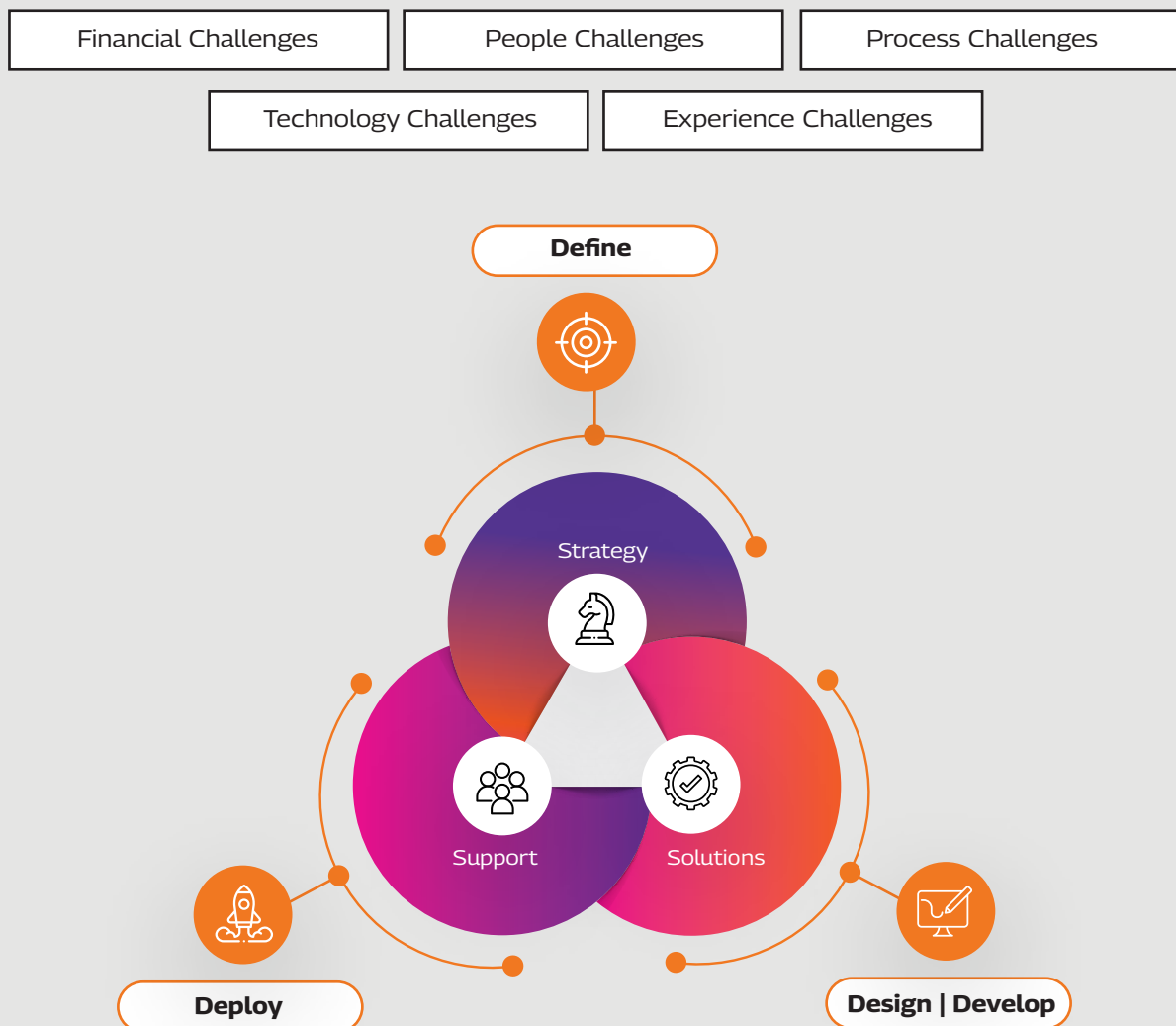
Customers are approaching organizations with a renewed perspective. Customers are looking for an experience centered on their specific preferences and needs. They no longer want to be provided with just services or products. A key way for enterprises to keep pace with rising demands is through digital transformation. Navixus is the Tech Mahindra business unit focused on helping enterprises navigate their customer journeys. With its end-to-end offerings, Navixus partners with clients to optimize operations, reduce costs, and increase revenue while enhancing customer and employee experiences.

Introduction

Navixus - New Era of Digital Transformation

Navixus provides market leading capabilities to deliver business value to organizations facing a changing world of increased customer expectations and evolving technologies. It brings together customer experience (CX), consulting, automation, analytics and technology solutions to help future proof businesses. Navixus delivers on our client's specific needs by leveraging four end-to-end capabilities including define, design, develop, and deploy to gain results.

Addressing and Solving Key Business Challenges



Our Solutions

Navixus Global Centers of Excellence (CoE)

Navixus partners and guides clients into the new era of digitalization with global CoEs to address key business challenges.



Consulting CoE

Ensures a consulting-led approach through proven engagement methodologies, models, and data-driven tools to strategically envision, optimize, and transform front and back-office operations to achieve identified business objectives.



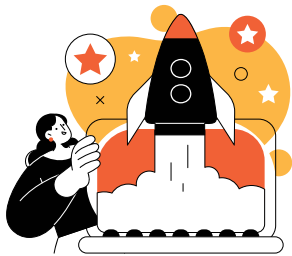
Strategic Consulting



Process Optimization



Delivery Excellence



Technology Enablement CoE

Designs and delivers tech-led solutions to improve productivity, accuracy, CX, and employee engagement while streamlining processes and reducing overall cost of operations.



Intelligent Automation



Conversational Artificial Intelligence (AI)



Generative AI



Operational Excellence CoE

Leverages leading frameworks, methodologies, and enabling tools for enterprises to empower their workforce thereby, increasing efficiency and productivity of business operations.



Knowledge Management



Quality and Voice Analytics



Workforce Management



Managed Technology CoE

Leverages extensive expertise with leading operational techniques and CX technologies to provide clients with ongoing management, cost effective support, and optimization of solutions.



Incident Management



Performance Management



Continuous Improvement



CX Technology CoE

Designs and implements leading contact center and desktop engagement technology solutions to deliver the desired business outcomes.



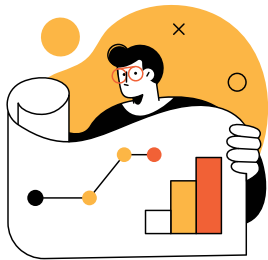
Contact
Center-as-a-Service
(CCaaS)



Engagement
Desktop



Connected
Solutions



Analytics CoE

Enables enterprises to adopt a preventive and predictive approach through advanced data analytics powered by cutting edge AI/machine learning (ML) capabilities.



Big Data
Management



Advanced
Analytics



Digital
Dashboards

Benefits

- **11%** savings over 4 years for US-based health insurance provider
- **20%** increase in customer satisfaction (CSAT) for US-based non-profit organization
- **12%** cost reduction achieved for global nutritional product retailer
- **24%** less outbound calls for US-based commercial truck manufacturer
- **30%** cost reduction with RPA for Canadian telecommunications provider
- **4X** increase in throughput for US-based government health provider

The NXT.NOW™ Advantage

- Industry thought leaders to solve complex business and technology challenges
- Extensive functional and technical skills to achieve desired business outcomes
- Technology agnostic approach ensuring trustworthy recommendation of platforms
- Proven track record of deploying successful projects with innovative outcomes

Navixus enables 360-degree digital transformation
with a strong focus on value creation. For more information, please email

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TECH mahindra



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