SAVE THE WORLD

TECHNOLOGY 5G

GLOBAL BUSINESS

AI: ARTOFACIAL INTELLIGENCE

AUTOMATED PROGRAMMABLE INFRASTUCKTURE

Digital NXT.NOW
Imagine, Build, & Run with Intelligent Automation

Introduction

Businesses with processes having high volumes, long cycle times, fluctuating demand, and repetitive tasks often engage a lot of their skilled / high-cost resources in managing them. RPA allows such businesses to deploy bots that can execute these mundane tasks thus, freeing their skilled FTEs who can be reallocated to more value-oriented tasks. With RPA, a business can effortlessly transition to being:
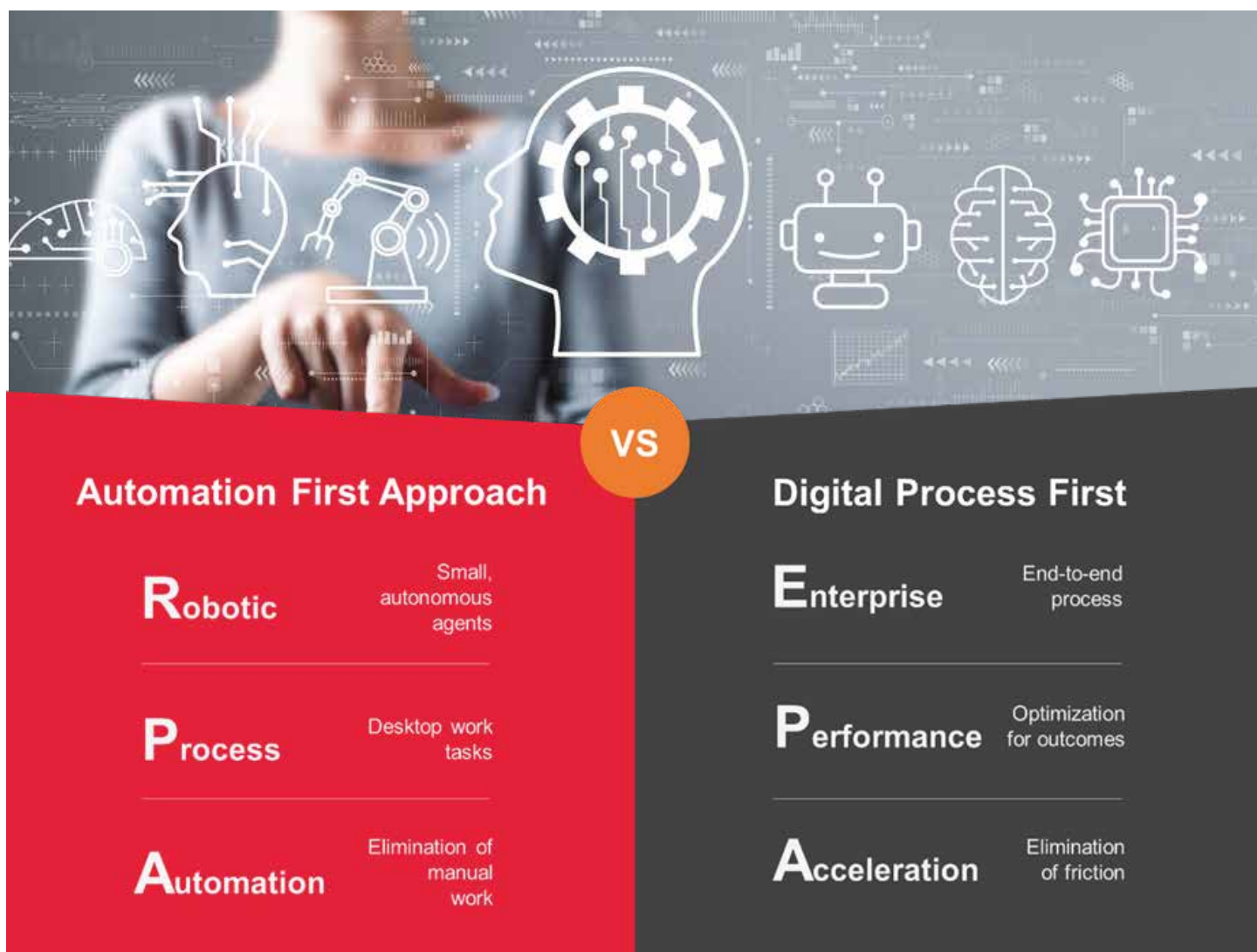
Abstract

Gone are the days of error-prone unbundled manual workflows. Now let your business excel through highly reliable and accurate automated operations through robotic process automation (RPA). Relocate your skilled workforce to value-based tasks with high productivity and reliability. Taking RPA to the next level, TechM introduces a new breed - digital RPA that lets you drive productivity and optimize costs through intelligent process automation, putting an organization on the path to imagine, build and run.

Initiate → **Discovery** → **POV** → **Implement** → **Manage and Change**
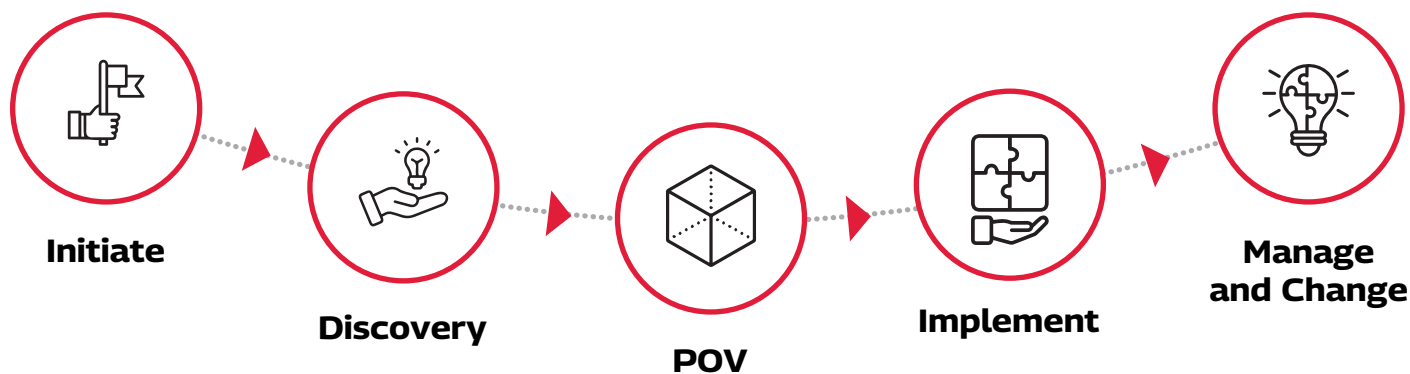
- Accurate
- Consistent
- Audit Trail
- High Productivity
- Elasticity/Flexibility to Scale
- High Reliability and Availability
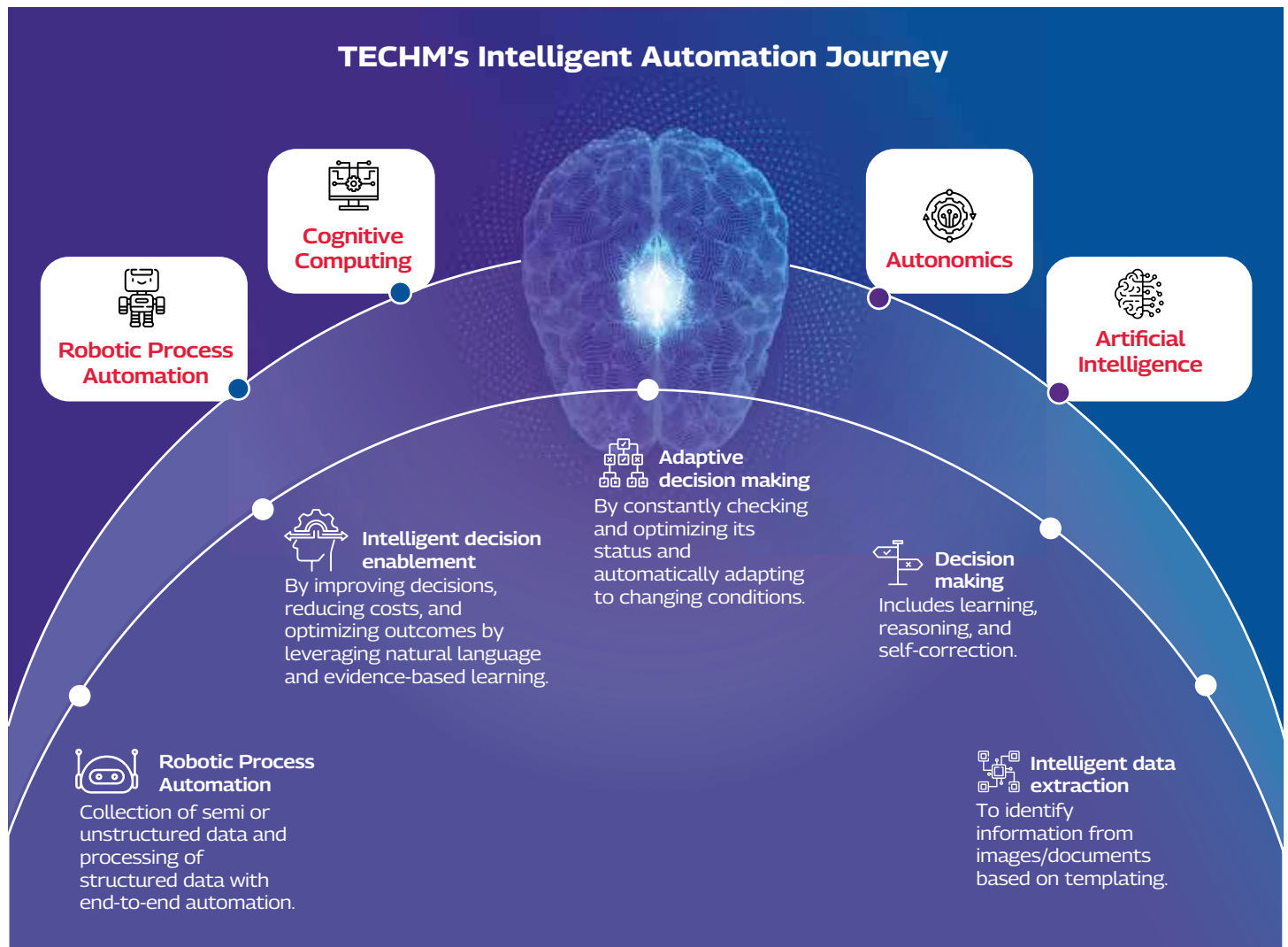- Staff Retention
- Right Shoring

Figure 1: RPA delivery methodology and process impact

VS

Automation First Approach

Robotic — Small, autonomous agents

Process — Desktop work tasks

Automation — Elimination of manual work

Digital Process First

Enterprise — End-to-end process

Performance — Optimization for outcomes

Acceleration — Elimination of friction

While RPA has proven to be promising, gauging the extent of automation needed and finding a seamless way to onboard it, remains a challenge. Businesses often fail to utilize 'their full extent and reap maximum benefits owing to the fragmented or siloed deployment. Looking at RPA as an operation-wide upgrade rather than a standalone activity is a major paradigm shift that Tech Mahindra aims to bring out with its Digital NXT.NOWTM approach that offers the new age RPA called digital RPA.

Our Solution

We enable this intelligent automation journey for our clients through our truly digital RPA consulting capability enabled by our 300+ consultants with process mining and discovery technology.

TECHM's Intelligent Automation Journey

Cognitive Computing

Autonomics

Robotic Process Automation

Artificial Intelligence

Adaptive decision making
By constantly checking and optimizing its status and automatically adapting to changing conditions.

Intelligent decision enablement
By improving decisions, reducing costs, and optimizing outcomes by leveraging natural language and evidence-based learning.

Decision making
Includes learning, reasoning, and self-correction.

Robotic Process Automation
Collection of semi or unstructured data and processing of structured data with end-to-end automation.

Intelligent data extraction
To identify information from images/documents based on templating.

Our RPA Offerings

Consulting

- Discovery and process analysis
- Business process impact (ROI)
- Process and data evaluation
- Process mapping (as-is / to-be)
- Use-case definition
- Sprint planning
- CoE set up
- Automation operating model

Platform Selection

- Mapping strategy to existing RPA platforms
- Tool –fit-for-purpose evaluation
- Related adapters and services
- Current infra roadmap assessment
- Security and other compliance check and validation

Implementation Services

- RPA solutions
- Process and people change management support
- Platform installation, infra / deployment design
- RPA performance reporting
- Design and development
- AI / ML modelling
- Integration with hyperscalers and legacy applications

Robotic Operation Centre

- Product support services
- 24X7 monitoring and scheduling of RPA operations
- Patching
- CR and enhancements
- License and infra utilization and optimization

Taking RPA to NXT level – Digital RPA Consulting Capability

By taking RPA to the next level with digital consulting capabilities, we enable our clients to optimize their automation strategy and achieve even greater efficiency and productivity gains.
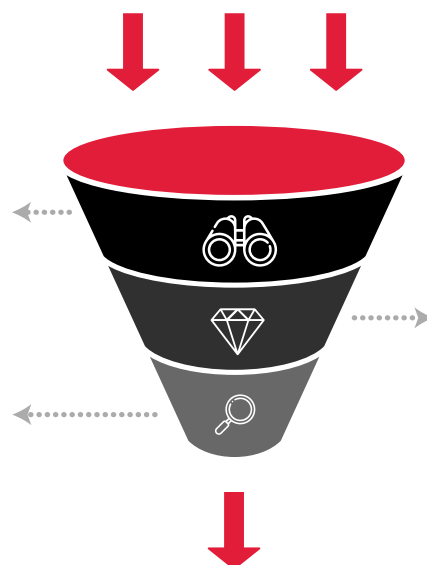

Illustrate

- Get an objective, data-driven picture of processes quicker through digital footprints
- Complete transparency into your business processes
- Understand root causes and prioritize high impact actions

Elevate

- Automate tasks and breakdown silos with process automation
- Maximize business outcomes with AI and business rules engine
- Engage all users with proactive friction reducing recommendations

Cultivate

- Demonstrate success with key metric tracking
- Continuously improve with internal and external benchmarking
- Reduce risk with "always audit-ready" conformance checking

Digital RPA Consulting

Benefits

**Implementation of Digital Workforce
for New Zealand's Leading Telco**

TechM Value Creation:
- 100+ automations
- 1.5 Mn annualized automated transaction processing
- 60% reduction in order cycle time
- 15% reduction in operating cost
- >85% reduction in migration cycle time (from 19 to 2 days)
- >75%reduction in executive complaints for sales

**Implement RPA Across 17 Geographical
Locations for A Leading Telco**

TechM Value Creation:
- Cost avoidance of ~$84M by reducing the penalty/interest cost
- 35 automation use cases deployed across procurement, HR, network, customer service, finance, tax, and more 30 use cases in development phase
- 25 bots operational/ 20+ bots in development
- 110K transactions processed by bot till now
- 15 % AHT reduction

The NXT.NOW™ Advantage

350+
Multiskilled domain consultants across all verticals

1200+
Intelligent Automation professionals

25+
Partners and alliances for leading automation platforms

280+
Clients.

TechM's automation, analytics, and consulting (AAC) framework enables our client's processes to deliver next-gen services, transform operations journey, accelerate performance, optimize cost-to-serve and enable proactive jeopardy management.

Our platforms and solutions through AAC drive digital transformation and business efficiency for our stakeholders through intelligent automation and consultative thinking supported by:

For more information, please write to us at
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TECH
mahindra

www.youtube.com/user/techmahindra09
www.facebook.com/techmahindra
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