

Enhancing Your Business Processes Through Next-Generation Technologies



Summary

Strategic Global Outsourcer and System Integrator (GOSI) Partnership with 12+ Years of Joint Service and Solution Delivery

Tech Mahindra is an industry-leading Xcelerate program member with BMC, and together we aim to reinvent business operations through best-in-class solution offerings for next-generation service and operations management, multi-cloud management, and automation to streamline business applications, enhance business delivery, reduce risk, and align with customer's business goals.

As part of the partnership, Tech Mahindra and BMC Software will jointly work towards driving global opportunities in areas such as sales, marketing, presales, consulting, implementation, migration services, technical support, training, and certifications. The collaboration enables clients to leverage cutting-edge services aided by BMC toolsets and powered by Tech Mahindra's proven track record in system integration services.

We have alignment and collaboration on the services side with the BMC global services team, which includes elite access to BMC intellectual property (IP) and BMC Helix implementation methodologies, documentation, and technical benefits to ensure best practices in line with global industry standards. Through this program, Tech Mahindra also has exclusive access to the BMC Xcelerate communities website, as well as a very strong relationship with the BMC user community, which helps during design, user acceptance testing (UAT), and workshops. With this, BMC partners with Tech Mahindra to deliver the best outcomes for our customers.

Introduction

Tech Mahindra is the leader of BMC's strategic partner program that focuses on mutual business growth, vertical solution offerings, joint marketing, and skill enhancement, and includes a dedicated BMC center of excellence.

With a worldwide presence, best-in-class product offerings, and a collaborative approach, Tech Mahindra and BMC together offer unmatched business value and competitive differentiation that can help you become an autonomous digital enterprise—a forward-looking vision of the future state of business where actionable insights, business agility, and customer centricity drive innovation and deliver growth to help you thrive in a disruptive market. We have a strong and proven track record of IT operations and service management (ITOM/ITSM), a futuristic and cost-centric approach to technology selection, and comprehensive domain, process, and product expertise.



Our Solution







BMC Solution Coverage by Tech Mahindra

Unified Solution for Service and Operations Management

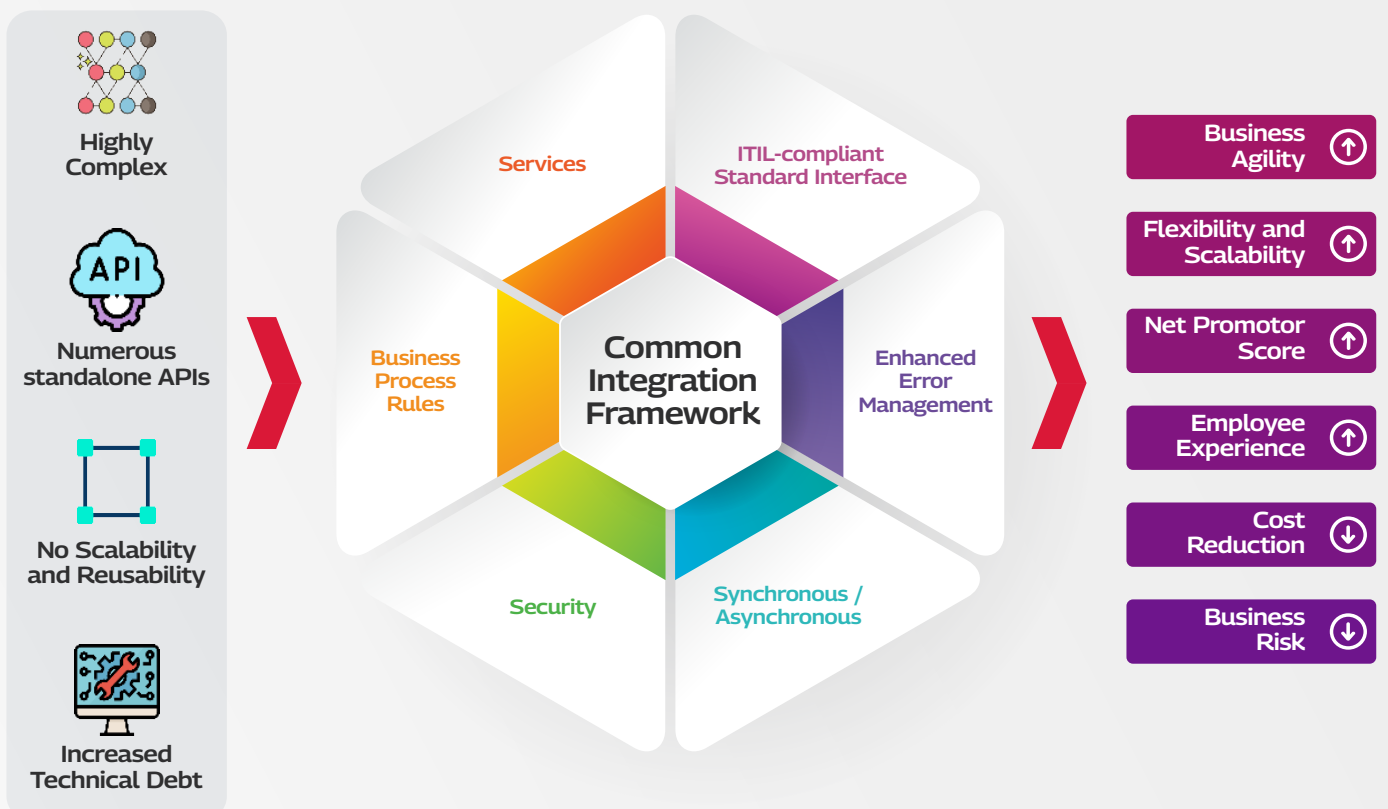
IT Service Management		IT Operations Management		
AI enabled Service Management	Digital Workplace	AIOps	Continuous Optimization and Service Assurance	Automated Remediation
<p>BMC Helix ITSM, Remedy ITSM</p> <p>BMC Helix Business Workflows</p> <p>BMC Helix Remedyforce</p> <p>BMC Helix Knowledge Management</p> <p>BMC Helix Virtual Agent</p> <p>BMC Helix iPaaS</p> <p>BMC Helix Multi-cloud Broker</p> <p>AI-driven insights and actionable automation for data-driven decision making</p> <p>Seamless transition to problem investigation</p>	<p>BMC Helix Digital Workplace</p> <p>BMC Helix Knowledge Management</p> <p>BMC Helix Virtual Agent</p> <p>Knowledge management, self-service, and unique service catalog</p> <p>Multi-channel digital assistant</p> <p>End-to-end fulfilment of service requests</p>	<p>BMC Helix Operations Management with AIOps</p> <p>Analysis of volumes of complex data and dependencies</p> <p>Proactive detection of anomalies, root cause</p> <p>Manage events, reduce noise</p>	<p>BMC Helix Continuous Optimization</p> <p>TrueSight Capacity Optimization</p> <p>Supports all deployment types, including Kubernetes</p> <p>Predictive analysis of future risks such as budget over-runs and bottlenecks</p> <p>Recommendations to optimize resources</p>	<p>BMC Helix Automation Console (Cloud)</p> <p>TrueSight Automation for Servers</p> <p>TrueSight Automation Console (on-premises)</p> <p>Automated management of vulnerabilities, patching, compliance, configurations, provisioning</p>
<p>Unified Open Platform with Discovery and Dynamic Service Modelling</p> <p>Apply intelligence and automation across solutions and data stores powered by</p> <p>GAiA™ Powered by Acumos (TACTIX—Tech Mahindra's Actionable Intelligence Extended)</p>				



Our Key and Unique Solution Accelerators

 Service Catalog	Ready-to-deploy service catalog from various Tech Mahindra implementations per best practices.
 Automated Workflows	Pre-defined automated workflows to allow auto routing, auto categorization, and auto resolution of tickets.
 Pre-built KPI Reports	KPI reports covering all dimensions of service desk, ITSM, and CIO-level dashboard and reporting from our repository.
 BMC Helix Setup Templates	Ready-to-use BMC Helix set-up templates from other implementations. This will reduce time to set up BMC Helix environment so team can focus on function and processes.
 Intuitive Training Material	State-of-the-art interactive training material for self-learning. Awareness campaign material like poster, desk pin ups, and quick reference guides to do better hand-holding of users and resolver groups.
 Pre-built Integrations	Pre-built, configurable integrations with reusable workflows.

Simplifying complex integration with our common integration framework that has helped our several customers



AIOps-Aligned Solution Offerings

With the industry trending towards AIOps-enabled solution built on the principles of cloud, big data, and artificial intelligence and machine learning (AI/ML), Tech Mahindra's solutions are driven by same thought processes.



Consultancy

- ▶ ITSM process assessment and alignment to ITIL 4/ISO20000
- ▶ Assessment of IT management tool and maturity level
- ▶ Solution design and compliance planning
- ▶ Migration from on-premises to cloud solutions



Implementation Migrations and Support

- ▶ Greenfield and Brownfield implementation
- ▶ Upgrade and migration services
- ▶ Maintain and manage tools
- ▶ DevOps-based delivery model
- ▶ BLA-, SLA-, and KPI-based support
- ▶ Maintain system performance and availability
- ▶ Improve usage of tools and help extend functionalities
- ▶ Solution upgrades and migration services
- ▶ Deploy solution for transformation and higher maturity level



Digital Experience Management

- ▮ Mobility-empowered users (persona-driven mobile apps to request, approve, track, support, and collaborate)
- ▮ Consolidated service management
- ▮ E-bonding and order management services in a single platform



Smart Cloud Management

- ▮ Single integrated pane of glass for multi-cloud management
- ▮ Day-zero to day-two operations—design, provision, manage, and govern
- ▮ Integrated billing and chargeback



Single Pane for Business KPIs

- ▮ Evaluate business impact and business-level agreement (BLA) performance
- ▮ Common service data model (CSDM) framework for managing taxonomy (capability, portfolio, product, and business service-to-app relationship)

Benefits

Employee Service Experience Management

- ▶ Employee service center
- ▶ Happiness index

BMC Helix Customer Service Management

- ▶ Real-time view of the customers by aggregating data from all touch points

Persona-Driven CMDB

- ▶ Design-time and runtime view for telco by using Tech Mahindra Configure and Certification Platform (C3P)

Industry-Focused End-to-End Process Flow

- ▶ Real-time remote monitoring and service management
- ▶ Social sustainability (tracking carbon footprint and electricity consumption)
- ▶ Digital maintenance, repair, and operation (MRO) for telecom 5G use cases
- ▶ Connected operations for managing factories and warehouses
- ▶ Asset management and digital supply chain
- ▶ Digital safety (safe workplace)



The NXT.NOW™ Advantage

Enterprise and IT Management Consulting

With the large team of experienced BMC-accredited consultants and BMC solution architects, Tech Mahindra offers a wide array of consulting services, ranging from integration maturity and readiness assessment to different integration and improvement strategies in line with the client's expectations and future business needs.

Our consultative approach includes full design, implementation, and support services across the breadth of BMC Helix service management and service assurance solutions, including:

- ▶ Consulting and digital transformation and integration
- ▶ Planning and assessment of IT management tools landscape and maturity level
- ▶ Consulting on and developing roadmaps for digital experience, artificial intelligence for IT operations (AIOps), and the value journey
- ▶ Migration assessment and implementation to cloud- and container-based BMC Helix solution

BMC Helix System Integration

The Tech Mahindra tools capability team has successfully delivered more than 150 projects across implementation, migration, and support. The tools capability comprises more than 825 skilled consultants with BMC business architecture, development, solution architecting, consulting, and implementation experience across the breadth of the BMC product portfolio.

Tech Mahindra steps in as your digital transformation partner by offering robust BMC solutions that enable customers to successfully overcome outdated approaches and transform the traditional customer operations model into new business models based on digitization. Benefits include:

- ▶ **Faster time to market for clients by** adopting a reusable, scalable, and efficient enterprise solution model
- ▶ **Best value delivered** with limited changes
- ▶ **Quicker turnaround of solution** through a matured enterprise framework
- ▶ **Reusable repository of test cases** consisting of core functionality and processes
- ▶ **Proven track record of integrating and implementing** complex IT ecosystem with successful track record using BMC solutions

Co-Innovation and Platform Development

Our Center of Excellence helps customers as they develop custom applications and solutions by exploiting native BMC Helix capabilities and the platform. Additionally, it helps drive better customer satisfaction by creating customer-specific deliverables that explain how BMC solutions can provide value-add to their processes and assist them in tackling business challenges.

Technical Support Services

Tech Mahindra also delivers prefabricated digital service, digital assurance, and digital business automation processes capabilities based on an agile and safe framework and proven business practices.

Joint Industry Solutions with BMC

Tech Mahindra Connect, Configure and Certification Platform (C3P)-BMC

Online marketplace for communication service providers (CSPs) to connect telecom systems, launch services faster, and manage the network and IT systems lifecycle through a vendor-agnostic single platform built on TMF open APIs that flexibly integrate with third-party systems.

- ▶ Order-to-assurance product lifecycle management
- ▶ Quick GTM to launch new services faster
- ▶ World-class service assurance, proactive monitoring, service impact, and auto-remediation
- ▶ Hybrid network lifecycle management



Tech Mahindra's GAiA™ Powered by Acumos for IT offerings focus on IT to leverage AI and automation and transform traditional IT, network, and security operations into AI-, analytics-, and automation-based operations. With BMC Helix Operations Management's leading-edge SaaS-based AIOps technology, Tech Mahindra's GAiA™ Powered by Acumos for IT can leverage ML and analytics to manage the massive amounts of data that are collected and generated while also monitoring today's complex infrastructures. Its powerful analytics capabilities can then process that data to proactively detect anomalies and problems, which minimizes downtime and boosts productivity. Key features include:

- ▶ AI- and ML-enabled auto resolutions
- ▶ Advanced predictive analytics with visibility across complex environments
- ▶ Intelligent monitoring and event management (on-premises, hybrid, multi-cloud)
- ▶ Flexible, easy-to-deploy, scalable solution with fast time-to-value
- ▶ Actionable intelligence and powerful visualizations

Customer Success Stories

Enabled a leading supplier of medical devices in Europe for ITSM transformation and cloud migration with a BMC Helix set of applications

Enabled an ITSM transformation for service management excellence, incident management, and change management for a leading telecom operator in Belgium

Helped a leading ASEAN universal bank gain visibility of the business revenue impact of job failures by migrating to Control-M

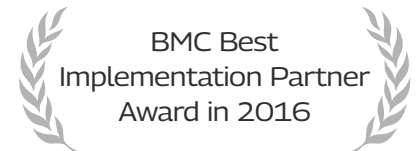
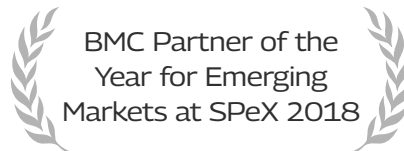
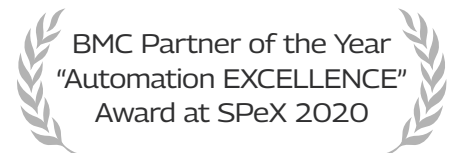
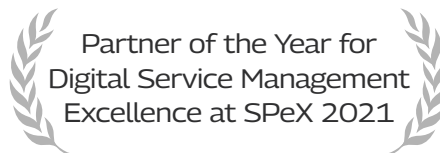
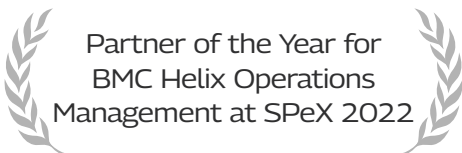
Enabled one of the largest government institutions in UAE to achieve seamless, end-to-end ITSM-ITOM implementation and helped IT operations become paperless

Enabled effective and efficient management solutions with business views for a leading UAE bank by deploying the TrueSight event management platform from BMC as a manager of managers

Enabled an integrated ITSM solution for a leading telecom provider in Australia that helped it achieve a higher ROI by delivering considerable management and maintenance savings

Enabled a leading telecom provider in Germany with an ITSM process transformation that included monitoring, capacity management, and more on the BMC Helix platform

Awards and Accolades



Tech Mahindra and BMC Partnership

- ▶ Strategic GOSI partner for BMC (top partnership tier)
- ▶ Strong global presence with top telcos and enterprises
- ▶ Preferred partner for BMC Helix migrations as part of BMC Xcelerate
- ▶ Dedicated customer success manager for BMC Helix adoption and support
- ▶ Building joint solutions for top telcos
- ▶ Driving global GTMs on innovative joint value propositions
- ▶ Dedicated BMC Center of Excellence
- ▶ Driving global initiatives with Tech Mahindra platforms and BMC Center of Excellence
- ▶ 825+ BMC accreditations at Tech Mahindra



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