

The background features a person in a white shirt and tie, with a hand reaching out towards a glowing 'Predictive Analytics' hub. This hub is connected to a network of icons and labels representing various IoT and digital services. The bottom of the image is decorated with large, colorful geometric shapes in shades of red, pink, and orange.

**Tech  
Mahindra**

Automated  
Workflows

Continuous  
delivery pipelines

Pega® 7

Internet of Things

**Predictive  
Analytics**

Real-time  
Decision  
Making

Smart Cities

Connected  
Devices

Continuous  
Deployment

Connected  
Aftermarket

Connected Care  
Management

Billing as a  
Service

# CONNECTED SERVICE EXPERIENCE

*Insight to Action: Mining the Business Value of IoT*

Connected World.  
Connected Experiences.



AN INTELLIGENT SOLUTION  
THAT ANALYSES AN  
ENTERPRISE'S IOT DATA,  
TO MAKE REAL-TIME  
DECISIONS AND AUTOMATES  
WORKFLOWS TO EXECUTE  
THE NEXT BEST ACTION,  
THAT HELPS IN IMPROVING  
CUSTOMER EXPERIENCE

#### INDUSTRY CHALLENGES

- IoT/IoE sensors and controllers tend to be point-to-point and are functionally silo-ed.
- Companies now possess too much data from these sources, that offer little to no value by themselves.
- Companies suffer from inefficient work process, communications, lack of Intelligent orchestration and automation.
- A need to process large amounts of data collected by connected devices and use it to provide the right action to the right stakeholder at the right time.

#### CONNECTED SERVICE EXPERIENCE: SOLUTION OVERVIEW

The Connected Service Experience solution, developed by Tech Mahindra enables enterprises to merge connected devices with

end-to-end business processes. The business value of this solution lies in harnessing the power of IoT through the seamless and real-time orchestration and collaboration of sensor data and workflows involving connected devices and people.

The solution built on the Pega® 7 Platform delivers:

- **Actionable insights:** Using Pega workflows and predictive analytics, it provides actionable insights to all the related stakeholders, thereby gaining maximum operational efficiency.
- Automated workflows based on the Next Best Action required to complete the process end to end.

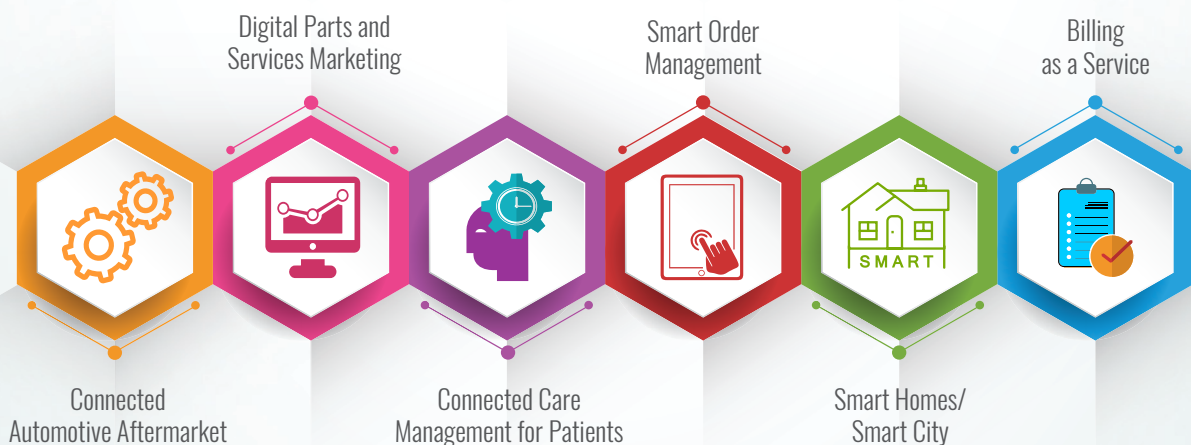
# USE CASE OF A 'CONNECTED SERVICE EXPERIENCE' SOLUTION

The screenshot displays the ACME service management interface. The top navigation bar includes 'Create' and 'Next Assignment'. The main content area is divided into several sections:

- Events List:** A sidebar on the left showing recent events like 'Sensor Triggered Event EVT-1121' and 'Report a problem FSR-264'.
- Service Event Case:** The main view shows a case for 'Service Triaged' with a status of 'Pending Resolution'. It includes tabs for 'Readings', 'Information', and 'Audit'.
- Agent View:** A section for the service agent, showing the user 'Jeffrey Weiner' and a 'Due in' time of 'about a minute from now'.
- Diagnostic Details:** A section for the diagnostic details, including 'Problem Details' (Problem Code P0217) and 'Recommended Solutions' (a table with 3 solutions).
- Recommended parts to be replaced:** A list of parts including 'ECT (Engine Coolant Temperature) sensor', 'Electric fuse', 'Fan clutch', and 'Thermostat'.
- Warranty details:** A table showing warranty information for 'BASIC' and 'ESP1' plans.
- Booking Details:** A section for booking an appointment or creating a field service case.
- Vehicle Location:** A map showing the vehicle location and towing service options.

One of the stellar applications of the Connected Service Experience solution involves using IoT data for the preventive maintenance and repair thereof, of automobiles. The tool here has detected an impending issue- an overheated engine, and used predictive analytics to allocate the top 3 probable causes for the issue (including a view on the probability of its occurrence). Along with indicating the location of the event, it also displays the warranty details of the customer, based on which he may choose to book an appointment with the appropriate field service engineer in the area who is trained to handle this issue. The engineer can choose to accept or reject the job on his mobile app, which will then proceed to give him information on the tools he would require and the billing details (in case of partial warranty). He then drives to the location of event, where he finishes the job and signs on it. A feedback form gets automatically generated for the customer to fill in, based on which an NPS score is computed, thereby allowing an unparalleled customer experience.

## INDUSTRY OFFERINGS OF THE CONNECTED SERVICE EXPERIENCE





## SOLUTION HIGHLIGHTS

- Predictive and adaptive analytics, and decisioning.
- Enterprises can apply this technology to all aspects of manufacturing, including aftermarket, field service, maintenance, marketing, and subscription and knowledge management.
- Intelligent orchestration and automation of workflows
- Minimized operational cost

## FORMERLY VIEWED AS A COST CENTER, AFTERMARKET SERVICES NOW DRIVE REVENUE



Improved  
NPS drives  
increased sales



New cross-sell  
& up-sell  
opportunities



New premium  
priced enhanced  
service plans



Quickly identify  
new market  
opportunities



Increase #  
of extended  
service contracts



Tech improves  
employee satisfaction  
& retention

### ABOUT TECH MAHINDRA

Tech Mahindra represents the connected world, offering innovative and customer-centric information technology experiences, enabling Enterprises, Associates and the Society to Rise™. We are a USD 4.2 billion company with 117,000+ professionals across 90 countries, helping over 825 global customers including Fortune 500 companies. Our convergent, digital, design experiences, innovation platforms and reusable assets connect across a number of technologies to deliver tangible business value and experiences to our stakeholders.

Tech Mahindra is amongst the Fab 50 companies in Asia (Forbes 2016 list) [www.techmahindra.com](http://www.techmahindra.com)

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### ABOUT PEGASYSTEMS

Pegasystems Inc. is a leader in software that streamlines business and enhances customer engagement in Global 3000 organizations. With more than 30 years of proven innovation, Pega seamlessly connects organizations with their customers across multiple channels in real time using market-leading CRM, advanced artificial intelligence, and powerful automation. Pega's adaptive, cloud-architected applications – built on its unified Pega® Platform – empower people with comprehensive visual tools to easily extend and change applications to meet strategic business needs. [www.pegasystems.com](http://www.pegasystems.com)



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