

REVOLUTIONIZING CUSTOMER EXPERIENCES FOR TOMORROW

We have been working to shape customers' experiences for tomorrow. With our competencies, investments in digital capabilities and knowledge gathered, we are positioned to succeed in the marketplace by reimagining our customers' business and their experiences.

Robust strategic approach

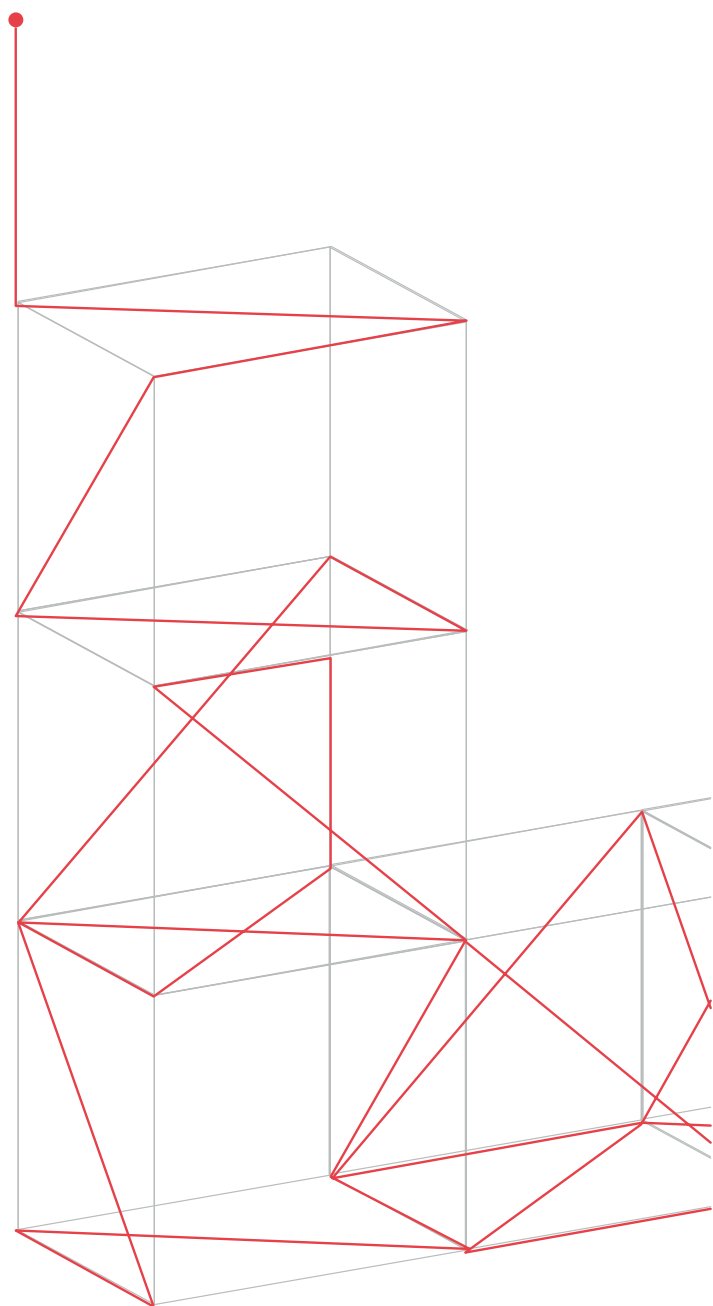
- + NXT.NOW strategy focussed on helping companies accelerate technology-led transformation Now and gain competitive dominance
- + Evolved our business model to make it more customer-centric, digital, intelligent driving human-centered experiences
- + Integrating portfolio offerings and synergising with customers as well as customer's customers

Deep technology expertise

- + Deep expertise across 7 technology pillars - Network Services, Engineering Services, Platform, Security, Digital Marketing and Customer Experiences, Business Process Services and IT
- + Ability to deliver a unique store in a box solution that combines digital and physical experience – i.e. delivering phygital experience

Innovation prowess

- + Robust innovation strategy – IRIS (Ideate, Refine, Implement, Shine) for driving innovation culture; Intrapreneurship to fund associates' ideas; collaboration with start-up and universities; and portfolio management for cross-pollinating solutions across all verticals
- + State-of-the-art Makers Lab R&D hub that adopts a 360 degree approach (engaging multiple customers, partners, academia and start-ups) to develop futuristic solutions



Performance-driven entrepreneurial culture

- + Open, innovation-driven culture that ensures employee well-being, promotes personal growth and empowers them to Rise through multiple learning and development platforms, which in turn go extra mile to deliver exceptional services to customers and drive societal development
- + Focus on creating an agile workforce – building young leaders across technical and non-technical areas; enhancing diversity and inclusivity to foster creativity and thought leadership

Operational excellence

- + Robust operating framework using **NewAgeDelivery** engine driving agile and more technology-enabled operations
- + Strong process framework backed by Integrated Command Centre to securely manage operations remotely
- + Robust risk management approach that covers business continuity management, emerging risks and considers TCFD recommendations

Geographically diversified operations

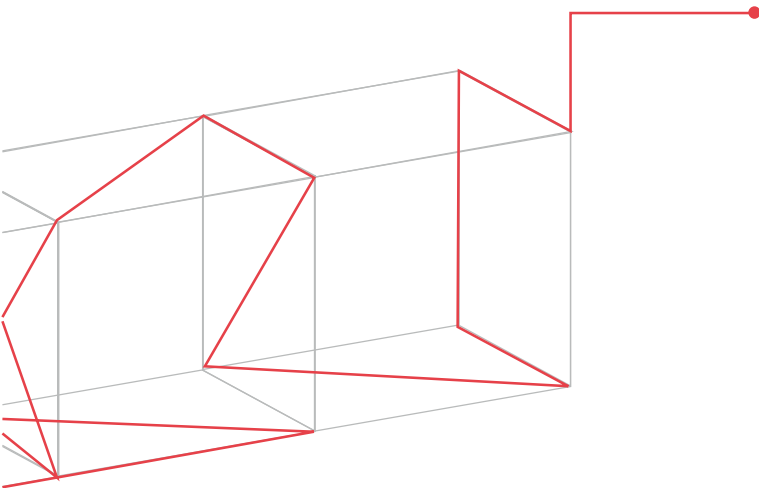
- + Serving 1,000+ customers in 90+ countries across Americas, Europe, Middle-East, Latin America, Africa and Asia-Pacific
- + Prudent geographic diversification also reduces market concentration risks to the business

Industry-specific solutions

- + We support clients across several sectors with tailored solutions to the local market & business challenges
- + Our solutions and services offer a proven delivery model and in-depth expertise.
- + Our sophisticated technologies enable businesses to have better management and control while ensuring increased efficiency and performance

Top-rated ESG performance

- + Emphasises the best corporate governance practices through a majority Independent Board and Strong Executive Leadership which upholds highest standards of integrity and excellence
- + Empowering communities and societies through our Corporate Social Responsibility arms to create maximum impact for beneficiaries
- + Driving positive environmental impact through transformational work on sustainability across the areas of climate change, water scarcity and carbon neutrality



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