Tech Mahindra
BUSINESS PROCESS SERVICES

THE RISE OF DIGITAL AGE
STRATEGIZE, TRANSFORM AND SUCCEED

Innovation, Perpetual CX Delivery & Contingency Readiness - These three can very well define the driving factors of BPO as an industry. The onset of COVID 19 pandemic has accelerated the innovation drive and need to run business over Digital operational model (BPaaS) at a geometric rate. Clients are not looking for only cost effectiveness but for an agile delivery model which allows them to run their business virtually in case of any current like situation & delivering personalized CX, service delivery and higher FCR perpetually.

Tech Mahindra Business Process Services with its extensive technological proficiency led by Plug & Play Platform Services provide solutions to cover end to end customer lifecycle across multiple industries which include Communication, Media & Entertainment, Retail & CPG, Healthcare & Life Science, Banking & Financial Services, Transport, Hospitality & Logistics and Manufacturing & Utilities.

Tech Mahindra Business Process Services along with its portfolio companies (BIO Agency, BORN Group & Mad*Pow) are providing Digital transformational services clients across multiple verticals & horizontals with a focus on customer experience, user experience and behavioral experience. Following are the high level holistic operational and business benefits we are providing to our clients with indigenously developed solutions & partner driven ones covering Smart Analytics, Smart Automation, Data Driven AI and Digital Consulting.

- Generating Data Driven Customer Insights, assisting in understanding customer better helping define more specific & bolt on CX delivery strategy

- Increase use of Intelligent Automation, AI and Analytics driven solutions applied thoughtfully for achieving viable & greater business benefits where it matters most

- Helping customer make more informed decision based on real time business insights derived from Smart technological solutions also assisting in reducing costs, human error percentage from critical decisions, increasing profitability and agility holistically.
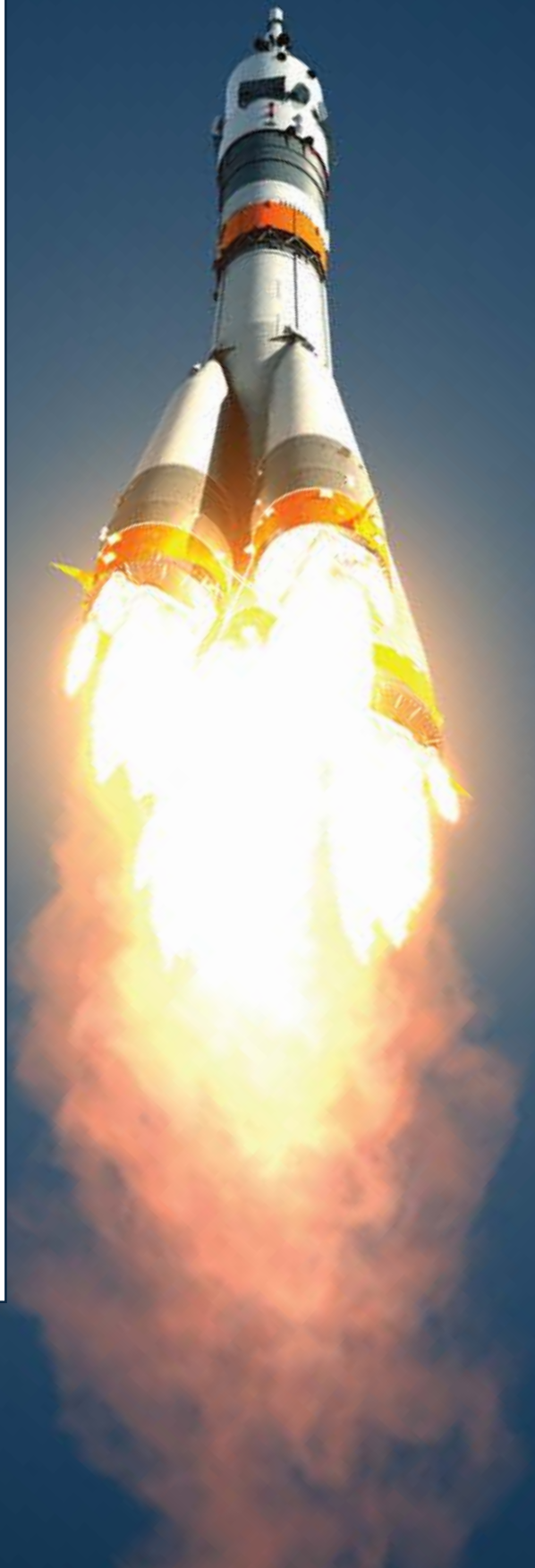
Tech Mahindra Business Process Services - Overview

- The BPS arm of Tech Mahindra, a USD 5.2 Billion dollar IT+ Business Process Services company
- Digital Human Global workforce of 49,500+ FTE's delivering business operations in 40+ languages on Traditional, BPaaS & Hybrid operations model

OUR BUSINESS VERTICALS

Communication, Media & Entertainment

Retail & CPG

Banking & Financial Services

Travel & Transport

Manufacturing & Utilities

Healthcare & Life Science

Hospitality & Logistics

Tech Mahindra Business Process Services - FACTOR

- Delivered $1.5 MN OPEX savings to APAC and Europe client using RPA
- 3 MN transactions automated annually
- 6 MN social media posts monitored annually for a large media house
- Launched video interactions support for a large Telco along with in-store kiosk support
- Launched a digital dashboard to provide 360o view of structured and unstructured data to decision makers
- Narrowed AHT of chat and voice to 10% for a US Telco, making chat support highly effective
- Reduced cost to serve per customer by 75% over 5 years for a European Telco
- Transformed from an all voice call centre support to 45% digital in 2 years for a European Telco
- Helped our customers in ANZ and Europe to go from "Most complained" to "Least complained" in 2 years
- Delivering industry leading +50 NPS for customers across the globe
- Reduced customer churn by 30% through analytics and proactive

Tech Mahindra Business Process Services - Next Gen Digital CX & Back Office Services

Tech Mahindra Business Process Services provides Next Gen Digital CX & Back Office services both on Traditional and BPaaS models across multiple industries, which include Communication, Media & Entertainment, Retail & CPG, Healthcare & Life Science, Banking & Financial Services, Transport, Hospitality & Logistics and Manufacturing & Utilities. Our solutions are based on Next Gen AAC Model I.e. Analytics, Automation and Consulting and delivered through a highly skilled multilingual Human Digital Workforce of 50K plus operating from 27 Delivery Centers spread across 13 countries.

Tech Mahindra Business Process Services – Platform & Point Solutions

SOCIO

SOCIO is TechM's end-to-end social media management platform.

We cater to the following areas: Social Customer Care (including social bots and AI) across all instant messengers, social and email, Social Insights

Uno

UNO is our Robotic Process Automation offering under which we provide RPA consulting, implementation and support services through both partner products and our own internal IP UNO-R

Tech Mahindra GAiA
Powerd by Acumos

GAiA is an open source AI platform. It is the Enterprise Edition of Acumos and addresses strategic needs of enterprises. For e.g.

E2E AI -ML lifecycle management and building & using AI use cases, to consume within a standardized approach

WAAS

WaaS NxT is Tech Mahindra's next generation persona driven digitalworkspace platform that makes workspace ubiquitous delivering context aware security

SeeR

It is a centralized data management platform with a self-learning capabilities to make business decisions with Ability to extract and apply insights from data in near real time with multiple prebuilt solutions and 100+ pre-designed reports.

WARRANTEAZE

WARRANTEAZE is Tech Mahindra's End to End Warranty Management Solution that can help Automotive manufacturers streamline operational costs, get Actionable Insights across the Aftersales lifecycle for their products.

M.AI.A

is Tech Mahindra BPS' Intelligent Voice Assistant that enables enterprises to have context based conversations 24 x 7 and in multiple languages using Voice Recognition, Speech Synthesis and Natural language processing(NLP)

Tech Mahindra Business Process Services earns "Leader" Position in the NelsonHall Digital CX Services Overall NEAT Evaluation & in all three-market segments of respective NEAT.

- CX Improvement Capability Focus
- Revenue Generation Focus
- Cost Optimization Focus

Tech Mahindra, a leading provider of digital transformation, consulting and business re-engineering services and solutions announced today that its Business Process Outsourcing arm has been recognized as a leader in the NelsonHall Digital Customer Experience (CX) Services Overall NEAT Evaluation.

Tech Mahindra Business Process Services is also featured as a Leader in three key market segments of the respective NEAT Evaluation: CX Improvement Capability, Revenue Generation Capability, and Cost Optimization Capability.

Tech Mahindra Business Process Services (BPS) is a global leader in providing next generation digital customer experience. NelsonHall, the leading global business process services research and analysis firm, has recognized the ability of Tech Mahindra BPS to meet future client requirements.

Ivan Kotzev, Lead CX Services Analyst with NelsonHall, said, "Tech Mahindra Business Process Services' proactive service management, investments in self-service, and experience in delivering personalized interactions are well suited for retail and CPG clients. Retail and CPG companies have no choice but to rapidly advance their digital CX through the adoption of real-time analytics and intelligent automation".

Tech Mahindra BPS has been recognized as 'Leader' in two out of three key market segments of the NEAT Evaluation - "CX Improvement Focus" and "Cost Optimization Focus". It has been identified as a 'High Achiever in "Revenue Generation Focus" segment.

INDUSTRY AWARDS

- Gallup Best Place to Work Award **(2016, 2017 and 2019)**
- UK Complaint Handling Awards **2019**
- Compliance Leadership Awards **2019**
- ISG Paragon Award **2018** - Australia (Collaboration Category)
- NASSCOM Customer Excellence Awards **2018** - "Co-Creation"
- CX Vendor Excellence Award - "Bronze Category"

Our Industry Focused Solutions

Our Business Process as a Service (BPaaS) and BPO services span industries including Telecom, Financial Services, Retail, BFSI and Hi-Tech. We have designed our suite of services across the entire user lifecycle and covers both the revenue and expense of customer's business operations including Operations, BPM & Consulting.

RETAIL & CPG
- Artwork & Pack Management
- Digital Design Centre
- Loyalty Management
- Omni Channel Support

BFSI
- KYC
- Business Intelligence
- Service Help Desk

Healthcare & Life Science
- Artwork & Pack Mgmt.
- Digital Design Centre
- Remote Patient Monitoring
- Pharmacovigilance

Travel & Transport
- Workforce Management
- Multi-channel Delivery
- Process Maturity Models
- Analytics

Telecom
- Technical Help desk Support
- Order Management
- Social Media CRM
- Contract Management

Hospitality & Logistics
- Managed Help Desk
- Enterprise Service Desk
- Network Operations Centre
- Technical Assistance Centre

Manufacturing & Utilities
- Warranty Management
- Aftersales
- Voice of Customer Programs

Our Differentiators

SeeR

It is a centralized data management platform with a self-learning capabilities to make business decisions with Ability to extract and apply insights from data in near real time with multiple prebuilt solutions and 100+ pre-designed reports.

- A centralized data management platform
- Self-learning platform for business decisions
- One stop platform for all industry verticals employing Contact Center Services
- Ability to extract and apply insights from data in near real time
- Recommendation provided as Services | prebuilt solutions | 100+ predesigned reports

TACTiX
Tech Mahindra Actionable Intelligence Expert

- Natural language processing (NLP) and machine learning techniques for business optimization
- Engage with customers using new channels
- Continuous feedback and knowledge systems evolve and improve call resolutions
- Improve recommendations using social intelligence and assist SMEs to resolve incidents quickly

SOCIO

- End-to-end social media management platform and a complete Social CRM
- Analyse customer behavior and gain insight to boost brand presence and customer loyalty
- Automate workflow for easy engagement and service
- Enhance business objectives, define policies and optimize processes

Uno

- Robotic Process Automation (RPA) and desktop unification without any integration with IT systems or change in process flow
- Manage front-office and back-office operations efficiently
- Faster onboarding and error-free execution of tasks

ENTELLIO

- Next Gen solution for customer interactions enabling enterprises to provide a superlative customer experience to their customers
- Self-learning NLP / AI / ML based enterprise Chatbot designed to replace today's mobile self-care
- Caters throughout the sales, service and support channels

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