Tech Mahindra

TechM BPS Telecom Consulting Capability Business Transformation Services (BTS)
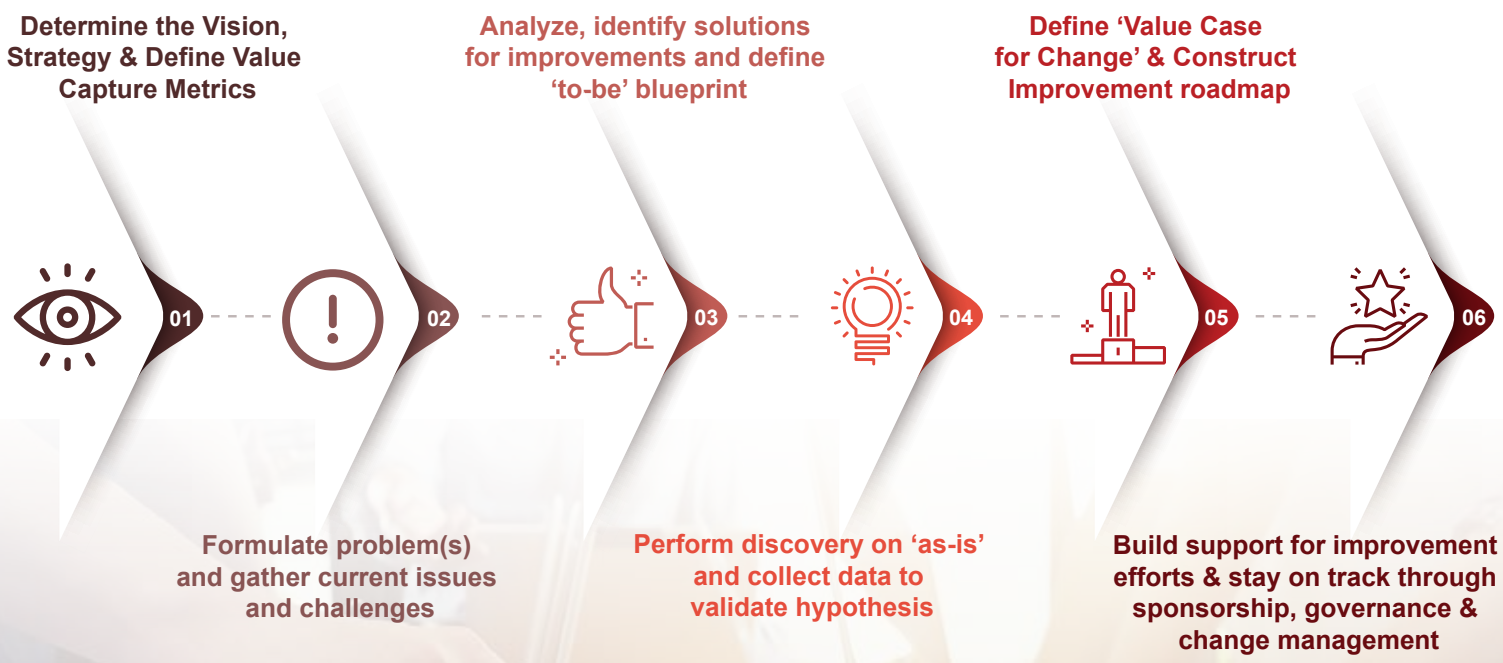
TechM BPS offers end-to-end business process led transformation consulting for leading global Telcos / TEMs. Our team of 100+ telco-experienced professionals provide a customized life-cycle solution required for executing any project. Our repository includes telecom specific processes, KPIs, solution frameworks, methodologies, tools & templates. Below is our skills diaspora:

- Process Mining
- Digital Transformation
- eTOM/ISO/CMMI/GDPR
- BPM
- ITIL/Agile
- Intelligent Automation (RPA, AI and ML)
- SMART/Cognitive Analytics
- Lean and Six Sigma
- Project Management
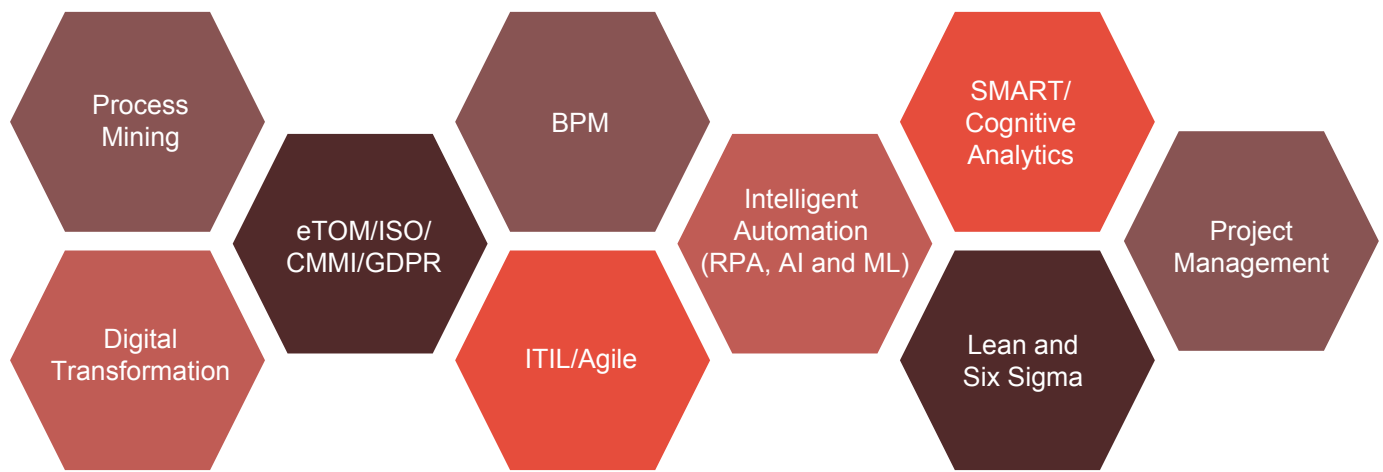
Our Overall Consulting Framework

01 Determine the Vision, Strategy & Define Value Capture Metrics

02 Formulate problem(s) and gather current issues and challenges

03 Analyze, identify solutions for improvements and define 'to-be' blueprint

04 Perform discovery on 'as-is' and collect data to validate hypothesis

05 Define 'Value Case for Change' & Construct Improvement roadmap

06 Build support for improvement efforts & stay on track through sponsorship, governance & change management

BTS for Telecom via Pro-ACT

TechM BPS Business Transformational Services allow enterprises to leverage Digital Consulting 2.0 bringing new ways of Data and tool driven consulting enabled via Process Mining and Task Mining. Our BTS suite is powered by a demonstrable partner-led solution framework Pro-ACT (Process Mining + Automation & Cognitive Analytics led Transformation).

Process Mining
- celonis
- SIGNAVIO
- Fortress IQ

Intelligent Automation
- Uno
- AUTOMATION ANYWHERE
- blueprism
- TACTiX — Tech Mahindra Actionable Intelligence Expert
- Ui Path — Robotic Process Automation
- PEGA

Cognitive Analytics
- SeeR
- Acumos
- ThoughtSpot

Transformation
- Tech Mahindra — BUSINESS PROCESS SERVICES

Consulting Offering & Solutions

1 — Digital OPS
2 — Customer OPS
3 — Enterprise OPS
4 — Network OPS
5 — PLM

Digital OPS
- Digital Marketing Strategy
- Digital Technology Roadmap
- Digital Maturity Assessment
- Omni-channel Enablement
- Customer Journey Mapping and Benchmarking
- RPA Assessment

Customer OPS
- CEM Strategy and Roadmap
- Contact Center Transformation
- Customer Usage and Retention
- Retail Store Operations Optimization
- Churn Management
- Social Analytics

Enterprise OPS
- Target Operating Model Design
- Change Mngt as a service
- Project Mngt as a service
- Billing and Revenue Management
- Reporting Services
- Risk Management

Network OPS
- Service Fulfillment Operations Optimization
- Field Force Operations Optimization
- Service Assurance Operations Optimization

PLM
- Product Portfolio Strategy
- Product Innovation Strategy
- Product Development Strategy

Our Current Presence and Footprints

Region			
Services	**APAC**	**EMEA**	**AMERICAS**
Digital Consulting	- Intelligent RPA - BPM - Process Mining - Customer Journey Mapping - Cognitive Analytics	- BPM - Customer journey Mapping - RPA & RPA CoE Setup - Process Mining	- Lead to Order Back office Transformation - RPA
Customer Ops Consulting	Contact Center Transformation CEM Strategy on new channel on boarding	- Early Life Transformation	- Contact Centre Transformation
Network Ops Consulting	Field Force Operations Optimization	- Service Assurance Operation Optimization - Change Mgmt. Consulting - SNOW implementation support	- Service Assurance Operations Optimization - Field Services Optimization
Enterprise Ops Consulting	- Target Operating Model - Cost to serve optimization	- Billing & Revenue Mgmt. - Target Operating Model - Enterprise Ops optimization - Cost to serve optimization - Change Mgmt. - GDPR support	
PLM Consulting		- Operating model design for eSIM	

Success Stories

Transformation Journey for UK Based Telco Giant

Methodology:
- Using business, operational and system aspects and key business drivers to discover NVAs & waste
- Using process mining and data analysis for gap identification and for improving performance

Objective:
- Feasibility of Robotic Process Automation
- Identify areas for process Improvement
- Assess offshore, onshore and near-shore models

Deliverables:
Recommendations to curb manual activities, revenue leakage, data inconsistency, inefficiencies & excess handoffs with RPA, Process Improvement and Outsourcing.

RPA Transformation journey for NZ based TELCO Giant
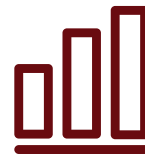
Objective:
- Reduce the outstanding balance $34.5 Mn across 402k accounts within 24 weeeks
- Remove Risk by Process Improvements
- Apply Industry best practices & tools to manage credit balance

Methodology:
- Determining & analysing credit with consulting
- Using analytics for identifying reason for credit accumulation
- Using RPA for Robotic Modelling and Remediation

Benefits Delivered:
- $13.5 Mn overall value delivered to telco with 350% ROI
- 1.06+ Mn transactions processed by RPA till date
- 121 FTE saved / repurposed across different business units
- Enhanced CX & improved ARPU

Process Mining led Transformation for Australian Major Telco

Objective:
- Reduce overall TAT from 28 days to less than 21 days
- Increase Initial Target Customer Delivery date met from 60% to 75%
- Resolving issues of priority assist customers within days

Methodology:
- Understanding bottlenecks / backlogs in activation process with analytics
- Process modelling to drive improvements & process Simulation to be 'Future Ready'

Benefits Delivered:
- Potential $6.5 Mn annual savings
- Identified and decommissioned the least successful customer communication channel
- Identified a flaw in the SMS platform resulting in manual intervention

Consulting for a Canadian Telco

Objective:
- Identify BPR and Omni Channel opportunities driving call volume and AHT
- Front Office – Voice processes for following LOBs: Care, FIDO, SMB, Tech Support, Credit Operations

Methodology:
- Assessment with a detailed Due Diligence Onsite
- Identify automation capabilities by doing feasibility studies
- Workshops & group discussion come up with value propositions

Benefits Delivered:
- Deployed 4 Bots in Production, Multi-HUP Order Creation, Invoice Gathering & onboarding
- Deployment for 5 more automations in progress
- 11.2% - 14.6% of overall AHT Savings

Overall benefits we can deliver

20-30% reduction in delivery lead-time

160% productivity improvement

5-10% increase in cash in-hand

15% reduction in AHT

10-15% fallout rate reduction

15-20% improvement in cost efficiency

20-25 points improvement in NPS score

35% higher customer insights

25-30% cost reduction

10-15% increase in sales

For more information, please write to us at **BPSBTS@TechMahindra.com**