

# Command Center

## What is Command Center?

Command center is used to standardize and optimize business requirements for Management reports. Management reports include 2 sets of reports:

- Business performance reports (e.g. AR aging reports, collection performance reports, Vendor Invoice status report etc.)
- Outsourcing partner performances report for respective KPI and SLA (e.g. SLA, KPI CPI etc.)

Our solution extracts data from multiple sources and produces management reports for our customers

## What is the Need of the Solution?

Command center is required to build controls on:



Quality  
of reports



Enable transparency  
& clarity



Enhance trust and  
productivity

Standardized reporting is an intricate reporting process that aims at producing consistent, reliable, and actionable information from disparate systems or sources. It is also required for an organization to understand the status of conditions in real time, and to take quick decisions. Moreover, a universal understanding of information enables clarity and transparency.

### Challenges Faced

- Manual Reporting
- Inconsistent reports
- Lack of integration between IT systems or multiple reporting sources
- Lack of Agility
- Accuracy of report
- Report relevance/Duplicate reports

## Benefits Provided

- Automated reports help in reduction of manual efforts
- Improved accuracy and consistency in reporting
- Real time and near time report supports quicker decisions
- Elimination of duplicate and irrelevant reports
- 100% Turnaround time improvement
- 100% accuracy Improvement

## Why Tech Mahindra BPS

TechM has a Next GEN CFO module to address current business requirement and challenges. Command center is offered as part of BPass Stack to standardize and optimize the reporting requirements. This unique blend of offering provides TechM a competitive edge against pure BPO players.