arrayent | Tech Mahindra

TECHM-ARRAYENT SMART HOME UTILITY SUPPORT
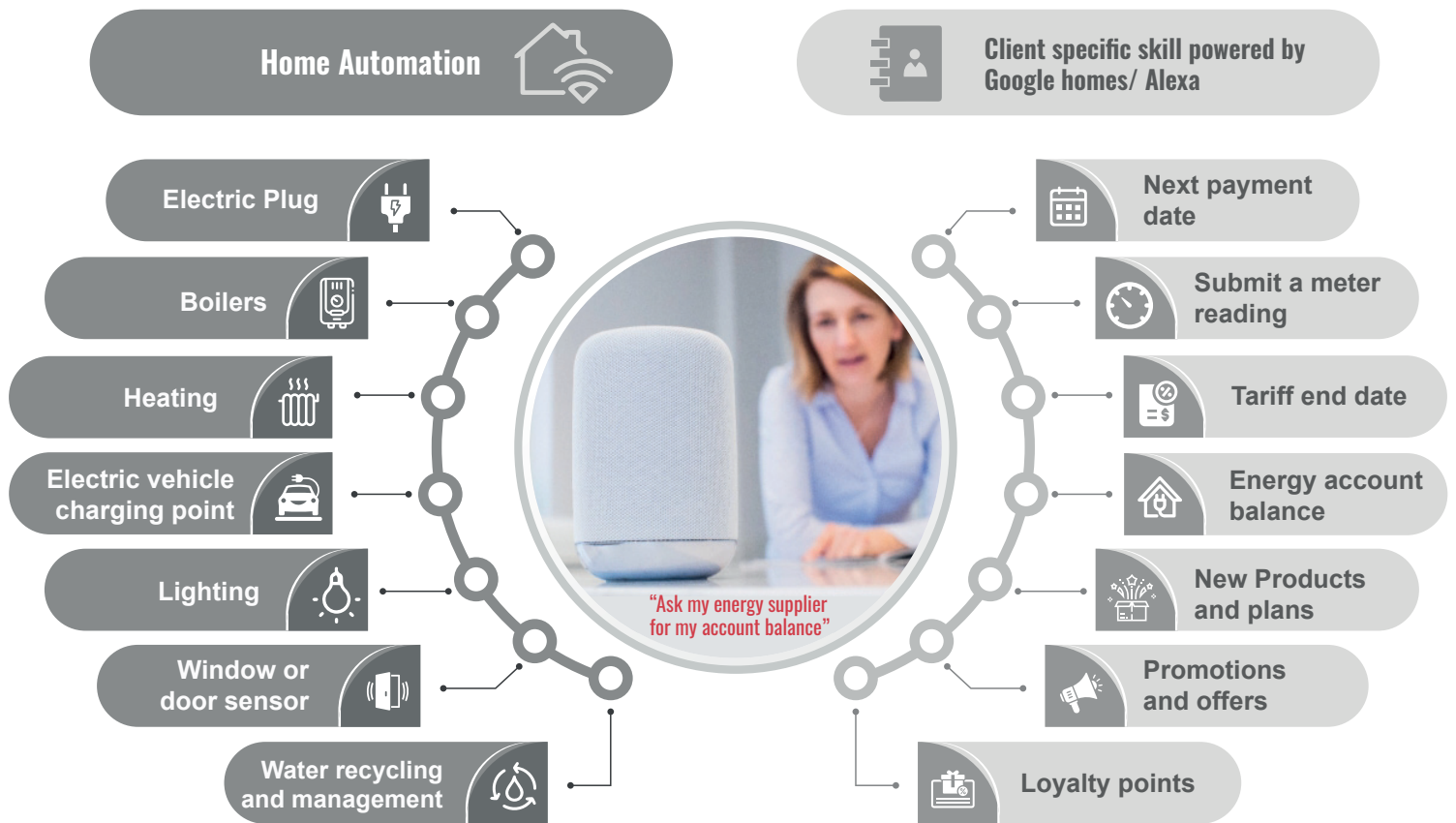
Connected World
Connected Experiences

Tech Mahindra powered by Arrayent provides the best-in-class customer support services and unified device experience to customers helping save energy and water in an ever evolving Smart Homes market. We provide self-serve options to the customers for the customer to monitor and track devices, receive insights into individual device performance and device notifications about repair or maintenance service and schedule tasks like device replacement, insurance renewal, technician visit for maintenance.

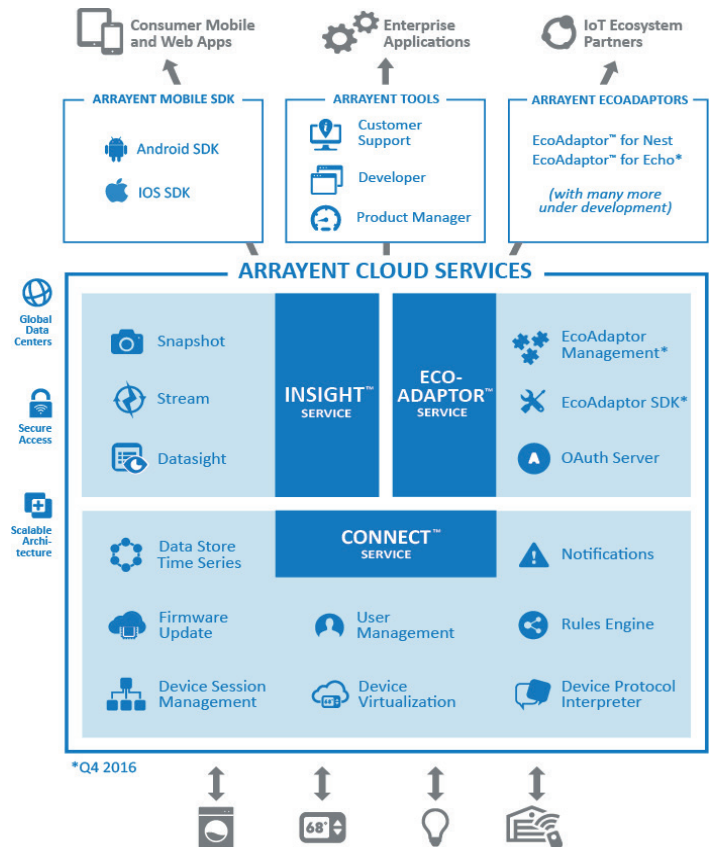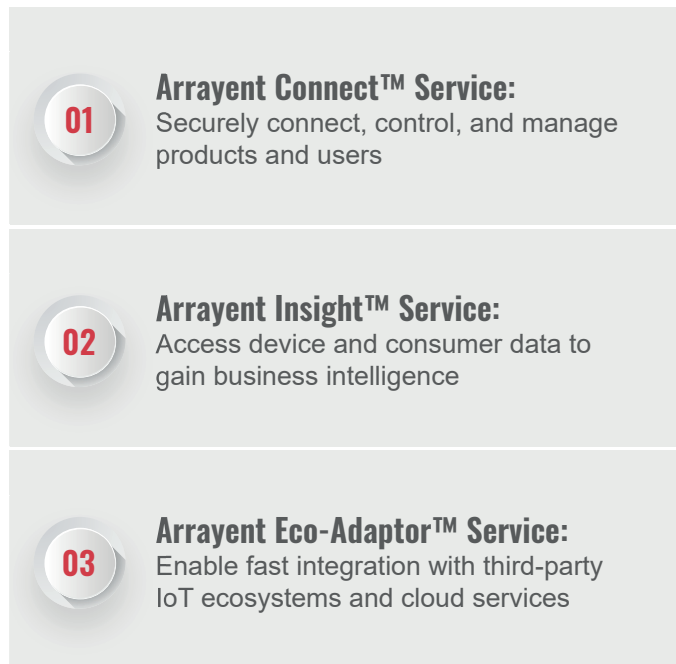| Auto-update of account basis customer contact and account activity	Notification of Technician appointment basis device delivery date	Super Agents with deep multi device knowledge for unified solutions	Proactive Device alerts based on Customer Behavioral Analytics	Intelligent Device usage tips based on device management analytics

Arrayent IOT Platform Driving Digital CX

The TechM - Arrayent IOT Platform provides an end-to-end solution to develop, deliver and support connected devices that can be remotely managed from anywhere in the world. Arrayent Platform as a Service is the heart of the TechM - Arrayent platform, virtualizing devices in the cloud. It provides mobile and enterprise apps real-time, secure and scalable, interactivity with devices as well as real-time triggers.

Exceptional Digital Smart Home Customer Experience

Home Automation

Client specific skill powered by Google homes/ Alexa

- Electric Plug
- Boilers
- Heating
- Electric vehicle charging point
- Lighting
- Window or door sensor
- Water recycling and management

"Ask my energy supplier for my account balance"

- Next payment date
- Submit a meter reading
- Tariff end date
- Energy account balance
- New Products and plans
- Promotions and offers
- Loyalty points

Intelligent Business Process As A Service led IOT Solution

01 — Arrayent Connect™ Service:
Securely connect, control, and manage products and users

02 — Arrayent Insight™ Service:
Access device and consumer data to gain business intelligence

03 — Arrayent Eco-Adaptor™ Service:
Enable fast integration with third-party IoT ecosystems and cloud services

Consumer Mobile and Web Apps — **Enterprise Applications** — **IoT Ecosystem Partners**

ARRAYENT MOBILE SDK
- Android SDK
- IOS SDK

ARRAYENT TOOLS
- Customer Support
- Developer
- Product Manager

ARRAYENT ECOADAPTORS
- EcoAdaptor™ for Nest
- EcoAdaptor™ for Echo*
- *(with many more under development)*

ARRAYENT CLOUD SERVICES

- Global Data Centers
- Secure Access
- Scalable Architecture

- Snapshot
- Stream
- Datasight
- **INSIGHT™ SERVICE**
- **ECO-ADAPTOR™ SERVICE**
- EcoAdaptor Management*
- EcoAdaptor SDK*
- OAuth Server

- Data Store Time Series
- **CONNECT™ SERVICE**
- Notifications
- Firmware Update
- User Management
- Rules Engine
- Device Session Management
- Device Virtualization
- Device Protocol Interpreter

*Q4 2016

IOT Service Features

Services in Arrayent Connect™

Omni-Channel Support
Customer support through voice, email, chat, social media with 3D demo videos and DIY kits for installation/repair

Self-Serve Options
Voice assistant and Chatbot connected to central database with seamless integration to 'Live' agent at customer support

Notifications
iOS and Android push notification engine with opaque and multi-language support

Firmware Update
Built-in firmware store and firmware update flows for entire device population or target devices

Device Session Management
Device authentication, authorization, online presence and device load balancing

User Management
User registration flow, authentication, authorization and hierarchy

Device Virtualization
Devices are virtualized in the cloud by a set of attributes that are updated from the device and sent to the device

Rules Engine
End-user customizable triggers that result in SMS or email messages or device to device actions

External Interfaces

Devices Interface
Bi-directional, secure, real-time communication.

Web Services API
Enables mobile and web app development

SMS Notifications
Uses API's to provide SMS service

Email
Uses customer provided email domain for branding

Push Notifications
Interfaces to Apple APNS, Google Cloud Messaging (GCM) or jPush in China

Use Cases and Business Benefits

Use Cases

Field Service Optimization
Centralized Command Center to manage on-field technician support for service provisioning, device installation and activation resulting in 27% cost benefit, 100% SLA compliance and $90K/month saved by avoiding repetitive technician visits.

Assignment and Activation
Relevant information gathered and virtual troubleshooting conducted using assignment tool and activation of services resulting in reduction in operating cost by 50%, reduction in AHT by 20%, reduction in ASA from 120 sec to <60 sec and improved field technician efficiency.

Installation Confirmation with X-sell/Upsell Compatible Devices
Identification of compatible devices basis existing home system network and customer insights advised to customer leading to improved device activation rate, reduction in cost of technician dispatch and generating revenue.

Benefits to Utilities	Benefits to Customers
Differentiate your products and services	25-30% improvement in self-service
Improve Business Efficiency	10-15% improved operational efficiency resulting in faster query resolution
Enable Digital and Business Transformation across IOT verticals	Improved NPS by 5-10 base points leading to better Customer Experience
Create New Revenue Streams	~10% improvement in agent utilization thus reducing TAT of queries across all channels

Reasons Companies Opt For Our Smart Home IOT Service

Enables Business Transformation
+ Continuous, long-term consumer relationships
+ New business models and market opportunities
+ Customer and usage data as competitive advantage

Buy vs. Build
+ Rapid time-to-market and low risk
+ Centralized global services and operations support
+ Economies of scale
+ Top-tier customers drive platform roadmap

Beats the Competition
+ Flexibility across a variety of modules
+ Proven in more than 65+SKUs shipping today
+ Global and scalable, shipping in 5 continents

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