

## SERVICE OFFERINGS

# Delivering Solutions that Sustain the Future

The pandemic has accelerated digital transformation and adoption of digital technologies. We are leveraging our portfolio of offerings, intellectual property and platforms alongside building capabilities in big technology bets and establishing new competencies through strategic collaborations to help solve for our customers.

### Network Services

We provide managed and professional services to companies in the wireless and wireline networks segment. We have developed competencies in Lifecycle capability around design, planning and engineering, rollout, operations & maintenance, and optimisation services. We established Network Operation Centre (NOC) for providing best practices framework, right-shoring and automation levers that enable cost-effective and progressive setup.

We provide 5G services across three vectors:

- + Communication service provider – core network transformation, enabling platforms, operational / business support systems (OSS and BSS)
- + Enterprise – building private wireless network, enabling a plethora of IoT use cases, digital solutions
- + Ecosystem – network platforms and devices platforms

### Engineering Services

Our Integrated Engineering Solutions (IES) offers extensive solutions (product, software, technologies) across lifecycle (conceptualisation to production and secondary market services) to companies in aerospace, defence, automotive, industrial, telecom, Hi-tech, healthcare and transportation sectors.

- + Skills in electronics, mechatronics and mechanical engineering
- + Industry understanding and product knowledge
- + Solutions around EV, Ind 4.0, IoT and Manufacturing, 5G, Connected factories

### Platforms

We offer best-in-class platforms that enable innovation, efficiency and business transformation. Our platforms approach includes build, buy and co-create with partners and clients. These are offered in SaaS, PaaS, BPaaS models offering choice of deployment / consumption model to our clients. Our focus has been to address both horizontal (cross industry) areas as well as niche digital areas specific to key industry verticals.

- + GAiA – Our comprehensive AI and automation platform
- + Cloud Platforms – mPAC and ICOPS for multi cloud management & operations
- + WarrantEaze – Our solution for warranty management claims lifecycle
- + BlueMarble – Our digital telecom platform for omni channel, order management, product catalogue being continuously enriched
- + Comviva platforms for enriching Valued-Added Services to Telcos



## Security

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We provide comprehensive, advanced security outsourcing services across value chain (Assess, Prevent, Detect, Respond and Recover). We have a robust track record of successfully delivering 500+ large security outsourcing projects across 50 countries. Our service includes consulting, implementation, integration, optimisation service

- + End-to-end security transformation capabilities specialised offerings in Secure Access Service Edge (SASE)
- + Cloud and Network Security, and proprietary platforms

## Digital Marketing and Customer Experiences

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We use latest technologies and platforms to provide robust technology offerings and insights that enable our clients to embrace digital disruption and drive value. This helps them empower their business, enables better processes, increase revenue opportunities and enhance customer experience.

We ensure improved connected experiences across the customer lifecycle with an interplay of physical and digital strategies across multiple channels.

- + Our offerings connect brand experience, track transactional behaviour and then distil the essential data into a book of record, laying the foundation for a scalable and unified brand charter
- + The solutions we offer blends human-centred design, creative process, motivational psychology, behavioural science, and data science, helping our clients to realise their experience innovation goals.

## Business Process Services

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Next-Gen Digital CX and Back Office services to customers across telecommunications, healthcare, pharmaceuticals, BFSI, retail and Hi-tech. Our innovative, optimised and holistic business solutions help digitalise customer's product lifecycle using AAC (Automation, Analytics & Consulting) methodology to improve and deliver positive experiences

- + Strong Contact Centre capabilities leveraging Technology and Automation
- + 45k highly skilled multilingual (40+ languages) human digital workforce and several thousand bots

## IT

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We provide consulting services to enable customers develop and implement strategies for digital transformation and accelerate this journey with a suite of services covering entire IT infrastructure stack.

We have a track record of delivering innovative solutions to integrate technology with business for several Fortune 100 and 500 companies across 30+ years.

- + Next-generation Digital capabilities which are aligned to clients' businesses
- + Integrated value proposition created with technologies such as Cloud, Data & Analytics, Enterprise of the Future, Artificial Intelligence among others
- + Global expertise and seamless cross-platform functionality to create future-ready IT solutions to aligned to core business needs

# Tech Mahindra



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