

Tech Mahindra Responding with Agility to the Pandemic

At Tech Mahindra, we undertook various initiatives to ensure safety of our people, assets and communities as well as being responsive to the needs of the customers. We also leveraged the power of our knowledge and innovation to deploy solutions for combatting the spread of virus.

Deploying Business Continuity Plans (BCP)

We have an institutionalised Business Continuity Management Framework aligned to the ISO 22301 standards and best industry practices. It covers business continuity, contagious illness and recovery strategies and plans. The recovery priority is set as people safety, asset protection, environment safety and service continuity. This is followed by activation of BCP by the respective business units, support functions for important activities and services. The BCP is aligned to LIGHTHOUSE, an internally developed continuity toolkit in Tech Mahindra. Plans are documented for every project which rolls up to the account level.

Further, we have a well-established NOC (network operations centre) for monitoring the networks and GSOC (Global security operating centre) for monitoring the cyber space and critical infrastructure; GSOC is enabled by threat intelligence monitoring tools which was managed 24/7 by teams to ensure high availability and secure environments.

Our Global Business Continuity team monitors the global locations and provides notifications to relevant stakeholders as per the crisis handling and management protocols.

Supporting and safeguarding employees

People safety being our top priority, we set-up a dedicated help desk and formed Rapid Action Force and SOS teams across location to support them and their families. We followed and implemented government guidelines relating to health and safety and environment safety including door screening, PPE kit utilisation, social distancing, health and safety measures, sanitisation, deep cleaning and fumigation across global offices. Safety and evacuation drills were also conducted.

Pandemic-specific policies were rolled out. This included insurance policy for the associates and family, repatriations guidelines, self-quarantine rules, case identification and reporting and tracking guidelines. Assistance was provided to families including an Associate Welfare Fund for associates and families.

Employees were enabled with flexi working and work from home (WFH) to ensure continuity of services to customers. This transition was ensured through:

- + Floor walks and communication
- + Team meetings and readiness
- + IT and secure work education and drills
- + Supply chain continuity service assurances and engagements confirm and acknowledge
- + Enabling brand building, innovation to integrate AI / ML and cyber security consulting practices in the product and service lines

Ensuring uninterrupted services for customers

We drove synergy and collaboration with customers

Our 4-pronged response



to integrate business continuity and enabling survival as the prime common goal beyond contracts. The customers were supported with sustained people and business availability. Our technology teams monitored the IT infrastructure, NOC and Data Centres to enable operational resilience overall.

Further, as employees worked remotely special emphasis was on ensuring system, data and operation security. Information Security and Compliance was ensured as per contractual requirements through continuous monitoring of the WFH environments and digital connections to the organisation network for customer work delivery management. All internet facing systems, applications and websites were safeguarded for activity and data exchange (inward and outward). We also ensured WFH is audited continuously and customer compliance requirements are validated.

Supporting the communities in tough times

We undertook 355 projects along with 180 partners to provide relief measures to over 20 lakh individuals across various states. This included providing dry ration kits and cooked meals to individuals and PPE kits to hospitals and security forces. We collaborated with UNICEF to sanitise 305 community toilets in Dharavi, Mumbai, benefiting 3.05 lakh people. 20 hospitals were supported with medical equipment and other consumables. Additionally, we supported the establishment of a dedicated COVID-19 Hospital in Manesar, Gurugram.

Multiple initiatives were undertaken to build capacities for ancillary healthcare services. We formed a Mind@Ease platform to provide accessible counselling to those distressed. Tablets with internet connection, desktops and laptops were distributed to enable online / remote learning. Our upcoming initiative – SMART Academy for Healthcare in Pune – will train paramedics in the allied healthcare domain.

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