

TECH MAHINDRA'S PEGA TECHNOLOGY PRACTICE FOR TELECOM

How can you leverage Tech Mahindra's Pega capabilities to remain competitive at a time of industry disruption?

TOP 3 PRIORITIES FOR THE TELECOM INDUSTRY

CONNECTED PROCESSES

CONNECTED CUSTOMERS

CONNECTED EXPERIENCES

Tech Mahindra has partnered with Pegasystems Inc., to provide solutions based on these industry drivers specifically for the telecom industry. Our new generation solutions address these evolving requirements, to achieve strategic advantages at key moments of the customer lifecycle.

Communication

Marketing

Churn

Telecom

Pega

NPS

Order Management

order fall out (OrderVu)

Campaign Management

Decision Management

On Boarding





KEY SOLUTIONS

ORDERVU

CUSTOMER ONBOARDING

RECENT SUCCESS STORIES

A leading Netherlands based telecom operator

Developed a robust Order Fulfilment E-commerce platform, using Pega based Decision Management solution based on the Next-Best Action Principle to improve customer retention through upgraded personalization and targeting. It brought in a **\$400K savings** through faster time to market for new product launches and campaigns. It ensured ease of management despite frequent product updates.

Top British multinational telecommunications group

Implemented a workflow management solution that helped the technology and operations team of the organization to onboard new customers and US sites faster. This resulted in reduction of overall timelines usually needed to onboard a new customer from **8 weeks to 2 weeks**, provided a single interface and point of control for the whole on boarding process, and reduced errors due to human intervention.

A US telecom company

Built a reverse logistics solution to provide data visibility and enable consistent repair operations management of partners for smooth reverse logistics. Key benefits include improved visibility and tracking, as well as cost reduction with improved quality management.

PEGA TECHNOLOGY PRACTICE OVERVIEW

Tech Mahindra is a Pega Strategic Consulting Partner, with a history of collaboration since 2003. With over 1000 consultants skilled in Pega technologies, Tech Mahindra is well poised to serve our global customers with experience gained from hundreds of successful customer project implementations across various industries globally. Tech Mahindra has deep experience in delivering Pega-based solutions to complex business initiatives and also help organizations start small and scale fast on business initiatives leveraging the Pega technologies. Tech Mahindra and Pega closely collaborate at multiple levels – from proactively developing go to market innovative industry solutions as well as ensuring success on customer engagements.

Pega is a leader in software that streamlines business and enhances customer engagement in Global 3000 organisations.

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