



ENABLING THE
JOURNEY TO DIGITAL
TRANSFORMATION
FOR A LEADING
TELECOM OPERATOR



One of the leading mobile operators providing voice, data, digital, fintech, wholesale and enterprise services to more than 280 million customers in 21 operating companies (OpCos) wanting to upgrade its people, process and technology with digital transformation initiatives.



Tech Mahindra Onboarded to Enable Digital transformation with RPA

- Implement robotic process automation (RPA) in all areas to eliminate all manual back office tasks
- Improve and optimize specific areas
- Support quick and straight forward digital transformation

Our Methodology













Explored automation opportunities across all client verticals

Step 2

Set up an RPA Centre of Excellence (CoE) to implement RPA across 16 OPCO's COE was mainly involved in fraud management, finance, customer services and billing use cases.

Step 3

CoE conducted workshops across units for automation strategy and implemented bots

Step 4

CoE conducted design thinking workshop and identified 400+ use cases for automation.

Additional areas impacted -> Enterprise, Network Monitoring, Line testing, Order to Pay, Invoicing, Procurement, HR, IT Services Consolidation and Report Generation.

Step 5

Recently ventured with more teams (Network Operations, Financial Operations and Procurement) to assist them with automation and bot implementation.

Business Continuity and Impact



Bots

14+ Bots in Live



Hour

900 hours



Saving

Annual savings of \$72 Mn



Transaction

14000+



Pipeline

400+ use case in pipeline for FY21

Tech Mahindra

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