

RUN SUSTAINABLY NOW

In a changed world, business transformation is important to ensure it is more lean, agile and that its strategy, organisation process, business models and manpower planning are aligned with the new normal. This ensures greater responsiveness to the needs of customers and readiness to capitalise on the opportunities.



REVAMPING DELIVERY TRANSFORMATION FOR A SUSTAINABLE FUTURE

Managing the crisis

With the onset of pandemic, the business continuity plan was immediately deployed. Measures were taken to enable employees work remotely, ensure uninterrupted services to customers. There was a sharp focus on cost management across each business. We looked at opportunities to offshore work, as remote working became a norm. We looked at ways to reduce dependence on third party vendors and sub-contractors and moved worked products in-house by managing our bench optimally. These measures helped us to improve our operational metrics through the year.

Taking long-term approach

We are leveraging structured change management, process sustainability and technology enablement to drive transformation in the areas of service delivery and people supply chain.

Service delivery transformation

- + Effectively capture and act on voice of customer
- + Ensure delivery quality and health – through intelligent knowledge repository, automation, and future-ready workforce
- + Link outcome with performance

Refreshing people supply chain

- + Improve resource forecasting
- + Ensure having efficient talent at all times through hiring people with future-ready skills, crowdsourcing, upskilling, job rotation, and training associates on bench
- + Shared services model to widen capabilities

NAD (#NewAgeDELIVERY)

Information Technology needs of our customers are changing rapidly and the drive to address speed and agility in delivering business solutions is paramount than ever before. Our AI-based NAD engine enables customers to envision a new paradigm of technology solution delivery. With multiple customer programs already running live, NAD continues to get stronger, smarter and more resilient with time. It is designed with six independent platforms, which work like a federation of empowered business units. Our design supports platform-specific digital marketplaces and specialised ecosystem partners for each platform, while maintaining an unbroken and continuous delivery model.

Command centre

The command centre, which was an important addition to NAD was released this year. It is an AI and Big Data enabled digital cockpit to monitor the performance of various personas – project, program, customer, SBU, associate, etc. It uses Data Powered intelligence to arrest failures at source and mitigate future delivery risks by creating early alerts and course corrections through actionable insights Data (live and historic) from multiple sources.

NAD Smart planning

A real-time standardised, automated, and data-fuelled methodology for efficient planning to drive quality delivery, reduce debt, and increase efficiency. This module proved to be a boon during the WFH times as it enabled projects to track deliveries of their teams as well as the vendors seamlessly. 900+ teams adopted this module for daily work monitoring during the new normal.

Self-Service Portal on NAD

It is a unique AI-based platform designed for the efficient resource management including demand fulfilment. It ensures visibility of all the internal resources to plan and utilise the resources through the streamlined process.

NAD Learn:

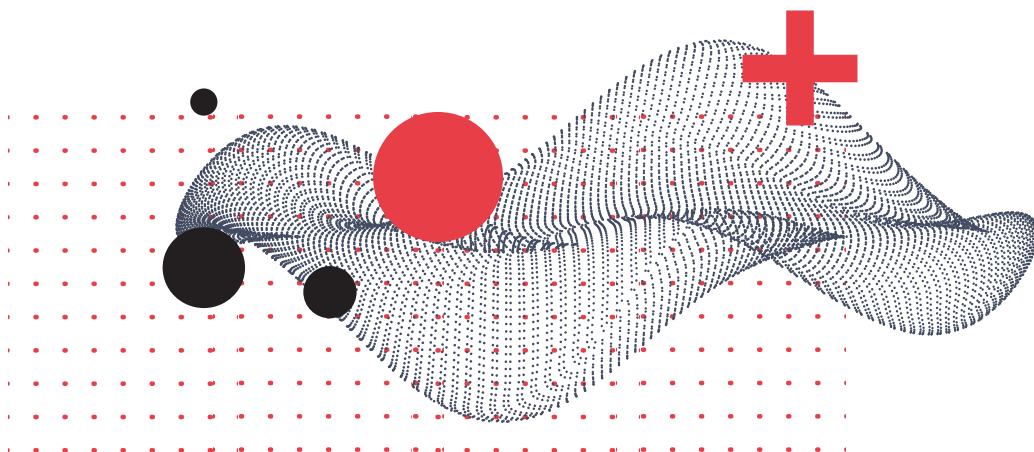
Upskilling through NAD Learn: Strengthened Learning ecosystem for the new normal.

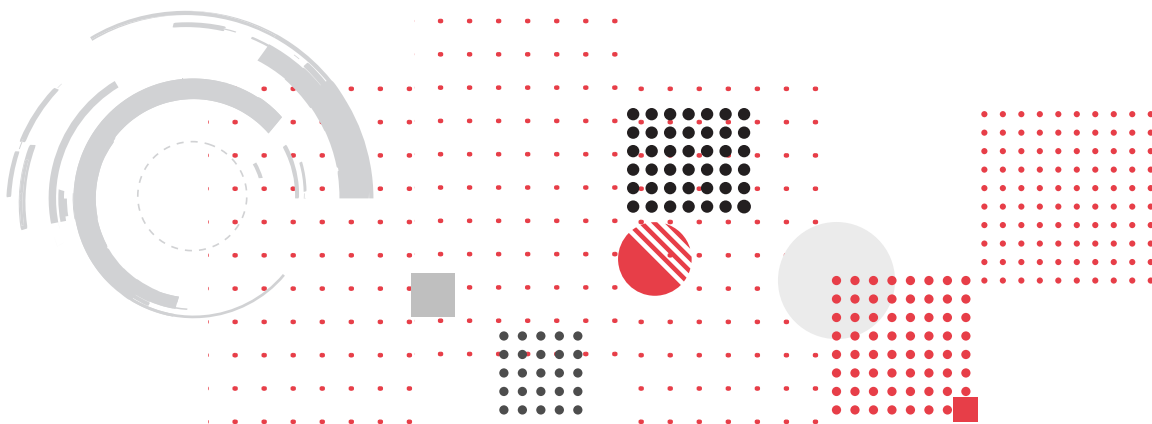
In FY21, we have strengthened our learning ecosystem and programs focussed on transforming workforce holistically and providing seamless new-age learning experience across their lifecycle.

Begig.io

This Cloud native platform facilitates future of work by building an ecosystem of highly skilled workforce to deliver quality solutions to the world's largest industries. It is a marketplace that matches the right resources to the right projects while providing equal opportunity and empowering people to build career based on talent a passion. It brings value in terms of transparency, equality, networking beyond glass buildings and breaking the barriers for requirements to meet talent.

Currently, the system has more than 20,000 freelancers registered with variety of technical, domain and management skills. It is completely open source, and supports zero business downtime and massive scalability.





Key highlights of our learning initiatives include:

- + Future proofing: Skilled associates on cutting edge technologies to futureproof them as well as contribute to organisational growth and profitability
- + Multi-skilling and right-skilling: Multi-skilled 86% of associates for their current assignments
- + Internship: Launched large scale virtual internship programs covering 5,000+ interns. It has generated huge interest in student community with over 4 lakh registrations
- + New Age Learning Platform (NAD-Learn): Enhanced NAD platform by onboarding new partners and practice platforms
- + Special programs: Launched EMBARK program focussed on providing 10 specially identified competencies to 600 program managers (orchestrators-in-chief of their delivery engine).

The focus going forward will be to undertake domain-skilling as well as special-skilling programs for open positions and high demand areas of architecture and cloud. We will look to scale and enhance ELEVATE Internship program to improve quality of interns. Partnerships with learning institutions would be on anvil.

Automation (AQT)

We continue to focus on Automation to enhance our service delivery efficiency and to provide competitive digital transformation solutions to our customers. Some of the key initiatives undertaken include:

- + Launched an innovative “automation-as-a-service” platform in partnership with a key automation technology provider underpinning a pay-as-you-go consumption model
- + Strengthened investments and partnerships with top providers and start-ups to form verticalised offerings aligned with our key industry segments – Telecom, BFSI, Healthcare Life Sciences and Manufacturing – and expanded ready-to-use BOTs to 300+ and templatised use-cases to 800+ across these industries
- + Augmented our Enterprise AI Platform GAiA to include Intelligent automation related IP and assets to drive the adoption faster
- + Continued investments in Acumos AI platform, as a premier member of the Linux Foundation AI project, to support further releases

With sustained efforts, the adoption of our Intelligent Automation Framework (AQT) for ongoing engagements crossed 300+ customers and continue to accelerate and mature. We have 10,000+ associates who are certified across various streams of automation and AI technologies as part of our upskilling plans using AQT Proficiency Framework.

Tech Mahindra



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