Yantr.ai | Tech Mahindra

Yantr.ai
Field Services Reimagined

POWERED WITH TECHM BPS

Connected World. Connected Experiences.

Abstract

Yantr.ai is a cognitive platform enabled by machine learning and cutting-edge process design to provide actionable insights for enhanced field services.

Introduction

A platform powered by AI/ML to provide insights and decision making for better forecasting, planning and execution of your field services operations. It brings together tech, data, and people to hyper automate, optimize, and improve customer experience for your field services operations.

Yantr.ai is Focused on Helping Enterprises With

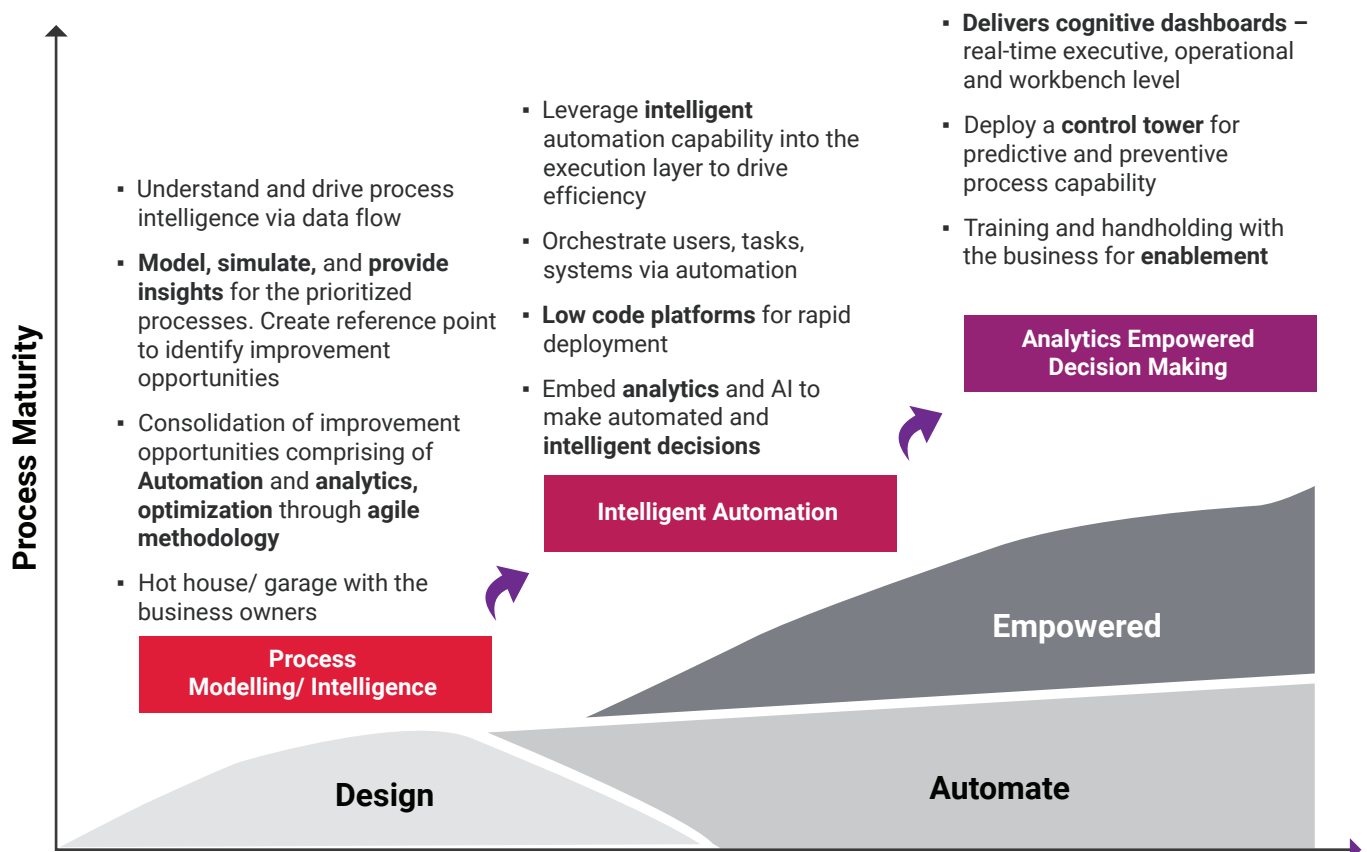| End-to-end visibility of demand and supply	AI-based decision making	Cognitive supply-chain	Early alert mechanism	Scenario planning	Technician productivity	Process re-engineering

Top Challenges and Desired End State in Field Ecosystem

From		To
High operating cost	⟶	Optimized operational cost
Highly manual, disparate workflows	⟶	Standardized, simplified, and digitized workflows
Fragmented, manual planning	⟶	Centralized, objectives-driven prioritization
Rudimentary, single rule-based dispatch	⟶	Global optimization and strategic planning
Multiple systems and decentralized data	⟶	Centralized data lake

Our Solution

TechM's Innovation Center of Excellence for Field Services

The platform is built to operate and transform any enterprise field services. It will underpin Tech Mahindra's Business Process as a Service (BPaaS) offering that aims to reduce cost of operations and improve customer experience.

Process Maturity

- Understand and drive process intelligence via data flow
- **Model, simulate,** and **provide insights** for the prioritized processes. Create reference point to identify improvement opportunities
- Consolidation of improvement opportunities comprising of **Automation** and **analytics, optimization** through **agile methodology**
- Hot house/ garage with the business owners

Process Modelling/ Intelligence

- Leverage **intelligent** automation capability into the execution layer to drive efficiency
- Orchestrate users, tasks, systems via automation
- **Low code platforms** for rapid deployment
- Embed **analytics** and AI to make automated and **intelligent decisions**

Intelligent Automation

- **Delivers cognitive dashboards –** real-time executive, operational and workbench level
- Deploy a **control tower** for predictive and preventive process capability
- Training and handholding with the business for **enablement**

Analytics Empowered Decision Making

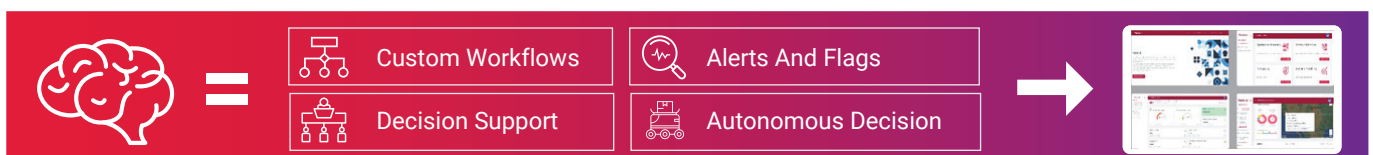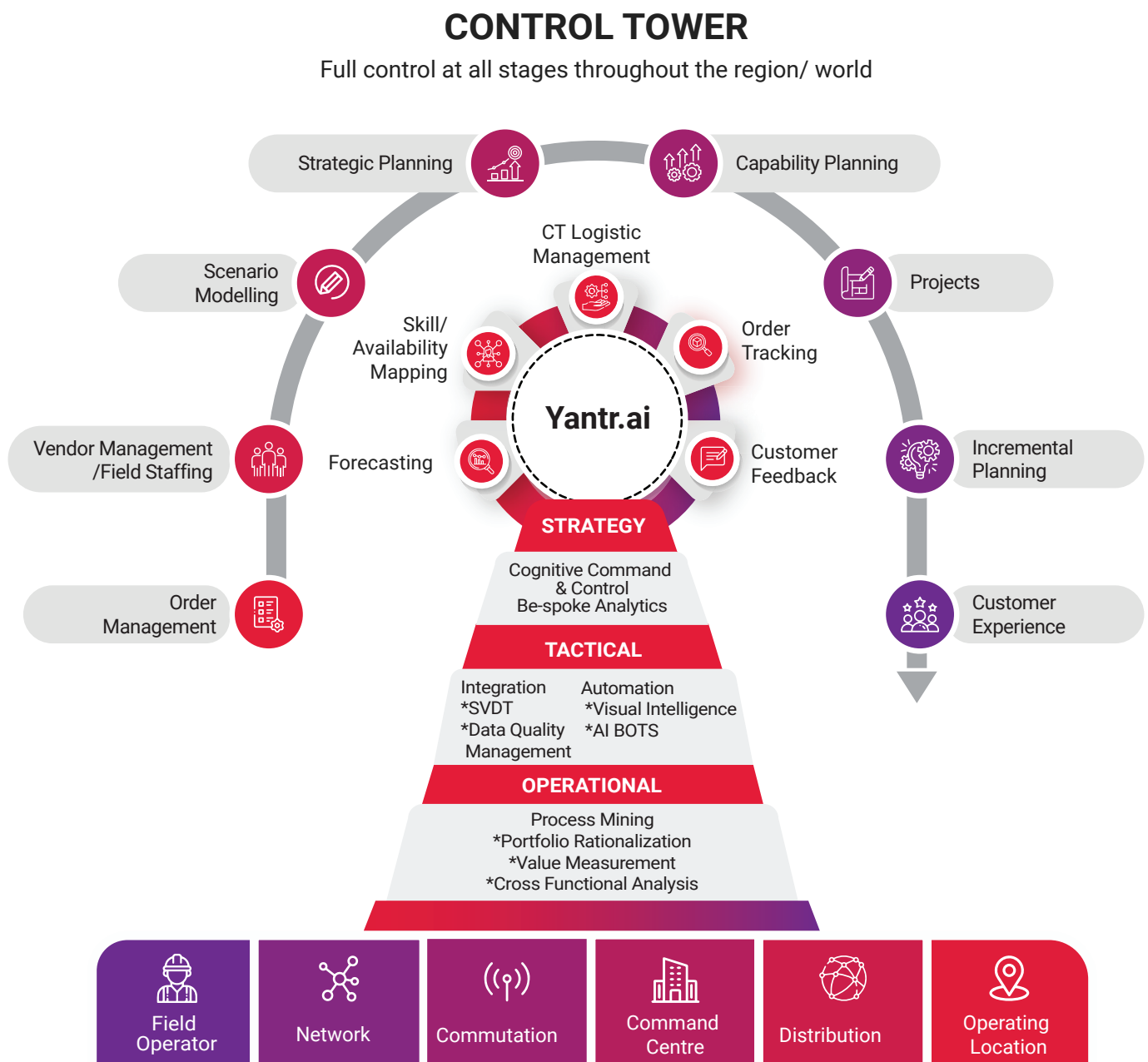**Empowered**

Design

Automate

Yantr.ai Built to Reimagine Field Services

Business challenges	Unmet Demand	SLA Over-run	Ineffective Utilization	Truck roll Revenue leakage	Reduced NPS
Business objectives	Increase lean Processes / Workflows	Efficient planning	Increase Productivity	Monitoring/ Control	Increase CSAT

Yantr.ai Framework

Bringing intellect to control tower powered by artificial intelligence and machine learning.

CONTROL TOWER

Full control at all stages throughout the region/ world

Strategic Planning

Capability Planning

CT Logistic Management

Scenario Modelling

Projects

Skill/ Availability Mapping

Order Tracking

Yantr.ai

Vendor Management /Field Staffing

Incremental Planning

Forecasting

Customer Feedback

Order Management

Customer Experience

STRATEGY
Cognitive Command
& Control
Be-spoke Analytics

TACTICAL

Integration   Automation
*SVDT   *Visual Intelligence
*Data Quality   *AI BOTS
 Management

OPERATIONAL

Process Mining
*Portfolio Rationalization
*Value Measurement
*Cross Functional Analysis

Field Operator	Network	Commutation	Command Centre	Distribution	Operating Location

Custom Workflows   Alerts And Flags

Decision Support   Autonomous Decision

Imagine **Yantr.ai** as the next step towards granting your enterprise the advantage of one centrally managed system and agility in working as **a digital twin** for field services to organize your workflow and optimize operations.

Tech Mahindra has worked with many conglomerates across domains and geographical locations to help them manage their field services in order to serve their customers better, manage their networks, and build and support their field operations.

Benefits

- Increase in technician's productivity by approximately **7%**
- Improvement of SLA by approximately **4-7%**
- Reduced unmet demand by **4%**
- Reduction of FTE across field operations from **20%** to **40%**
- Improvement in production and efficiency of workflow control centre by approximately **15%**
- Improved NPS by approximately **5-7%**
- Improved brand perception and strategic positioning

The NXT.NOW™ Advantage

- Proven capability of deploying the solution and transforming field services organization
- Industry experts on field services domain and technology
- A blended onshore and offshore field services CoE field
- Over 450k recommendations generated by our machine learning solution
- Over 300 workflows mapped and reimagined in field services operations
- Over 45 bots deployed in field services

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