antr.ai

Field Services Reimagined

Powered with TechM BPS

End-to-End Field Service Transformation

YANTR.AI – a transformational cognitive artificial intelligence (AI) solution – provides operational efficiency, enhances productivity, and improves workflow control by combining advance analytics, AI, machine learning (ML), and optimization. It offers end-to-end visibility and recommendations to address demand and supply chain challenges. A strengthened field workforce planning and streamlined workflows allow our customers to strategize efforts in the right direction and transform their businesses in a sustainable manner.

From Leader's Desk:

"At Tech Mahindra, we are keenly aware of the immense potential that field service platforms hold for us. With a projected untapped market worth $30 billion within the field services sector, our determination to capitalize on this opportunity is unwavering.

Through strategic partnerships with industry leaders, we aim to foster mutual growth and leverage their expertise. Powered by AI/ML technology, Yantr.ai empowers businesses with actionable insights, enabling informed decision-making and delivering exceptional customer experiences. Our steadfast focus on technology innovation and customer-centricity positions Tech Mahindra as a leader in revolutionizing the field services sector."

Birendra Sen
Business Head, Business Process Services, Tech Mahindra

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

Yantr.ai – Get to Know me better!!!

O1 What is this product created and how does it sync with the overall growth vision of TechM BPS?

- YANTR.AI is designed to provide operational efficiency, enhance productivity, and improve workflow control by combining advance analytics, AI, machine learning (ML), and optimization along with people to hyper-automate field operations, thereby increasing cost efficiency and improving customer experience. The solution will provide end-to-end visibility and recommendations to further strengthen fieldwork planning and address the demand and supply chain appropriately. It can also help customers discover lags and opportunities and strategize efforts in the right direction to create a flawless field ecosystem.

- This solution will enable Tech Mahindra's customers to address the full spectrum of field services needs including enhanced technician productivity, improved service-level agreements (SLA) and reduce unmet demands across sectors such as telecom, utilities, oil and gas, retail, and more.

02 What are its features and what industry problem is Yantr.ai is addressing?

Yantr.ai's core features are:

- End to End Visibility of Field Services
- Operational and Strategic Resource Planning
- Route Planning and Optimization
- On the Day Risk Management
- Inventory and Vendor Management

Industry problem that Yantr.ai addresses:

- Siloed Schedule and Dispatch
- High Overhead Cost Due to Siloed Workflows
- Missed SLAs
- Low Technicians Efficiency and Productivity

03 What are the Key USPs of the product and what are the key benefits it can provide in real-time to the clients and their end customers?

Key USPs of Yantr.ai:

▶ **End to End Visibility of Field Services:** Provides real time alerts and resolution for field problems.

▶ **Operational and Strategic Resource Planning:** Capability for global optimization – 12-24 months' strategic decision making like cross skilling, permanent relocation, and hiring of field workforce.

▶ **Route Planning and Optimization:** AI based routing optimization to minimize cost and meet the delivery timelines.

▶ **On the Day Risk Management:** Recommendation engine for managing on the day priority jobs to reduce the risk of missing the SLA.

▶ **Inventory and Vendor Management:** Internal/external vendor optimization of jobs, (tasks / projects) vendor performance management. Optimized vendor billing

04 What tangible benefits have you delivered to your clients?

Key Benefits:

~2-5% reduction in Operational Expenditure	**~4 %** SLA improvement	**~3-5%** impact on the NPS	**~25-40%** effort reduction on field workflow operators	**~7-10%** drop in Truck Roll expenses	Technician productivity increased by **~7-9%**

05 What were the challenges faced by TechM BPS to create this product within the organization and how did we overcome them?

▶ Creating Yantr.ai was a significant undertaking for Tech Mahindra BPS, and it came with its fair share of challenges. Some of the key challenges we face and the approaches we took to overcome them are:

- **Data procurement from legacy systems:** Data procurement from legacy systems is always a challenge, to overcome this, we have designed a separate ingestion system to get data through standard connectors/APIs as well as custom data ingestion pipeline for ingesting from a middle storage through different formats including CSV, Flat files without disturbing the legacy system.

- **Change Management with the workflows onboarding:** We have included an orchestration system to manage complex workflows, which can be modified based on unique requirements of the client systems and process or can be updated as the project progresses and requirements change.

06 What are the alternates available and how is your value proposition better than those?

▶ We are the first company to build a planning engine and control tower for enterprises in field services.

▶ Our key differentiators are our AI-driven planning and recommendation system and forecasting capabilities. Additionally, we have developed Intelligent decision support recommendation (DSR), on the day risk mitigation and routing optimization.

07 How will this product evolve in the next 12 months and what new features will be added?

▶ The product capability will be enhanced using partnership with leading players like ServiceNow, IFS, isMobile and Celonis. We are closely working with the leadership and engineering teams of these partners to understand how joint value proposition would work out and what would be our joint go-to-market strategy.

▶ These partnerships will enable Yantr.ai to gain new capabilities from process mining/process intelligence, geo-spatial capabilities, vertical specific feature development and more.

▶ As we approach new clients and understand their niche challenges/requirements, we are developing customized capabilities aligned with geo/vertical specific requirements. For example, recently we developed routing optimization capability to address challenges of a media giant from APAC region.

08 What is the Pricing Methodology?

▶ At Yantr.ai, we offer a flexible pricing strategy with modular functionality deployment options. Yantr.ai has one-time implementation cost and ongoing support cost per annum designed based on number of workflows, infrastructure deployed, and consulting support.

▶ We also offer managed service support options to enable end-to-end field service management utilizing our strong managed service resource pool/expertise.

▶ We offer following 4 plans to suit diverse customer requirements and offer affordable pricing options:

• Basic	• Standard	• Premium	• Enterprise

09 Cloud deployment status and can this as a product a successful investment from WFH/ WFA (work from anywhere) viewpoint?

▶ Yantr.ai can be a successful option for WFH/ WFA (work from anywhere) requirements. It is designed for flexibility offering customized user experience while meeting the customer requirements.

▶ Investing in Yantr.ai enables organizations to reduce costs associated with hardware maintenance and upgrades, administrative tasks to manage physical infrastructure and improve resource utilization.

▶ We can enable organizations to manage their workforce efficiently using our dashboard providing end to end visibility and DSR engine to utilize resources dynamically.

10 Why the name Yantr.ai?

▶ "Yantr.ai" represents a thoughtful fusion of ideas and concepts that encapsulates the essence of our product the word "Yantr" is derived from the Sanskrit word "Yantra" which translates to "machine" or "instrument". This term holds significance as it symbolizes the innovative and technologically advanced nature of our field service optimization solution. The inclusion of the term "ai" in this name signifies the utilization of artificial intelligence (AI) capabilities which plays a pivotal role in empowering Yantr.ai to analyze complex data, make intelligent recommendation and optimize field service operations with remarkable precisions and efficiency.

▶ This carefully chosen name perfectly captures the essence of our product, emphasizing it's transformative and powerful nature it represents our dedication to harnessing new technologies like AI to revolutionize the field service industry and equip business with tools they need to thrive in their evolving landscape.

11 How much time do you think a typical mid-sized organization will need to implement your product?

▶ The time required to implement Yantr.ai in a typical mid-sized organization can vary depending on several factors. However, based on our experience we estimate that the implementation process typically takes around **6 to 9 months.**

12 Do you plan to integrate your product with any other large service providers in the market? Why / Why not?

▶ Yes, we do plan to integrate Yantr.ai with other established service providers in the market.

▶ Integrating with other established industry players in the market allows us to leverage their expertise, industry knowledge and infrastructure and expand our capabilities, and offer comprehensive solutions to our customers. By collaborating with these providers, we can enhance the functionalities and compatibility of Yantr.ai, enabling seamless integration with a wider range of systems and maximizing its value for our customer.

Imagine Yantr.ai as the control tower that combines strategy and operations to give your organization the advantage of one centrally managed system. The agile nature of this solution allows businesses to organize workflows and optimize operations.

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 operation
- Over 50 bots deployed in field services

Contact Us

Yantr.ai Core Team

yantrai.coreteam@TechMahindra.com

BPS Consulting Team

bpsconsulting@techmahindra.com

BPS Marketing Team

bm0g65945@techmahindra.com

TECH
mahindra

2023 Brand Finance® Awards
TOP 10 STRONGEST IT SERVICES BRAND

2023 Brand Finance® Awards
FASTEST-GROWING IT SERVICES BRAND IN BRAND VALUE RANK

www.youtube.com/user/techmahindra09
www.facebook.com/techmahindra
www.twitter.com/tech_mahindra
www.linkedin.com/company/tech-mahindra
www.techmahindra.com
top.marketing@techmahindra.com