

Tech Mahindra

BUSINESS PROCESS SERVICES



The Rise of the Digital Age:
**Strategize, Transform,
and Succeed**

Overview

Today every business either has a digital strategy in place or they are experimenting by going digital one process at a time. The time to experiment and see if these technologies work is well past us, and the early adopters are reaping the benefits of being there, done that. Digital technologies are here stay.

Whether you are a retailer, or a telecom service provider, or a manufacturer, or from any other industry the way you do business is bound to change. It is only mature to have a well-thought strategy and embrace digital technologies to transform the way you do business.

Skills @TechM BPS

Tech Mahindra BPS is the only IT + Contact Centre service provider in the industry. We offer strategic Business Process as a Service (BPaaS) solutions that are tailored to help our customers across industries to run, change, and grow their businesses, while enhancing the end-user experience across channels.

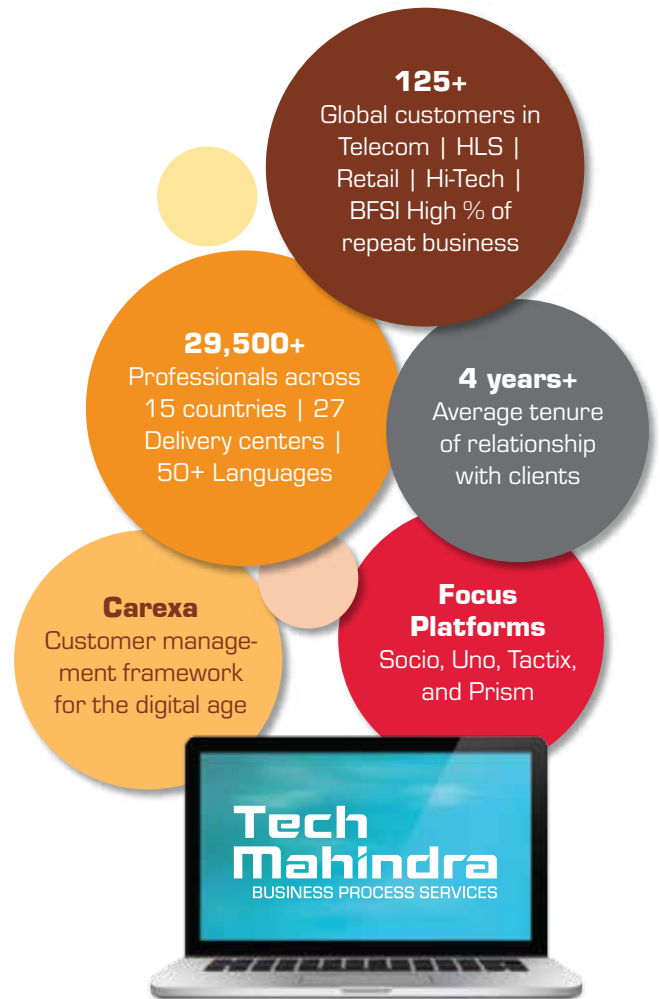
Our strong consulting practice and technology expertise drive successful front, middle, and back office operations. Our BPaaS solutions help our clients move from a CAPEX business to an OPEX business seamlessly. Our Next Gen BPaaS capabilities:

- Digital Customer Experience Management
- Enterprise Back Office

Digital Customer Experience Management

Digital Strategy, Service Design, and Customer Experience

Going digital is no more a choice, it is an imperative to enhance end-user experience, improve topline, gain better control of processes, and reduce costs. Our digital strategy is to simplify and automate work, improve visibility and deliver enterprise ready applications that automatically adapt to diverse product lines, geographies, and regulations.



Digital Customer Experience Management is Powered by:

BIO

Bio Agency is a Tech Mahindra company. BIO is an end-to-end digital innovation and transformation tool, we leverage BIO to:

- Create true innovation by collaborating with our specialist Digital Change Agents
- Re-imagine experiences with faster time-to-market, high quality results, less risk, and better cost control
- Co-create personas and journey maps with our customer-centric teams to improve insights and efficiencies
- Integrate user testing early on and drive quality by doing this in 'feedback loops'

Consulting

We help you grow your business and be future ready through process and system transformation with our solutions based on Lean, Six Sigma Concepts, and ITIL best practices for:

- IP and consulting-led approach, value driven, cross domain and leverages best practice methodology
- Quality, process, operations, knowledge, and performance management

CoreOps

Our award-winning CoreOps practice embeds people practices with analytics, automation, and consulting to:

- Continuously improve development of knowledge, skills, and motivation of the workforce to enhance strategic business performance
- Meet changing market needs and exceed customer expectations with BPaaS

DevOps

At TechM BPS we accelerate innovation through DevOps and deliver seamless customer experiences through:

- Continuously improve processes to achieve growth, improve accuracy, speed, and efficiency
- Automate delivery and bring together different processes and execute them more quickly and frequently

CareXa

CareXa covers end-to-end customer management by leveraging our capabilities in operational excellence, robotics and automation, multichannel engagement, and analytics to achieve:

- Enhanced customer engagement across all channels
- Increase in revenue and ARPU
- Reduction in cost of operations

Enterprise Back Office

Improve performance of processes enterprise-wide while also managing relationships between customers, employees, and vendors. Our Enterprise Back Office Service Portfolio consists of solutions across transformation and managed services to achieve business objectives and enhance customer experience.

We offer a strategic range of services across the entire financial process value chain, benefits administration, procurement, and packaging and labelling.

Partner with a Leader

- Golden Peacock Business Excellence Award 2016
- The European Contact Centre & Customer Service Award
- UK Digital Business Award (2016) Golden Peacock Business Excellence Award 2016
- Ghana Information Technology & Telecom Awards (GITTA) – 2016
- The European Contact Centre & Customer Service Award
- Included in the IAOP's Global Outsourcing 100 rankings in 2015
- Netgear award for Highest FCR
- UK Digital Business Award (2016)
- Best Customer Experience Initiative
- VERIZON-Tech Mahindra wins NASSCOM BPM partnership Award 2016

Our Differentiators

PRISM

- Enables “Self Service Predictive Analytics” capability for business users and data scientists
- Simple and interactive Graphical User Interface (GUI), making it easy to explore data and build models
- Statistical machine learning algorithms and regression techniques
- Dashboards analytics and reports in real time

TACTiX

- Optimize your business operations using natural language processing (NLP) and machine learning techniques
- Engage with customers using new channels
- Continuous feedback and knowledge systems evolve and improve call resolutions
- Improve recommendations using social intelligence and assist SMEs to resolve incidents quickly

SOCIO

- End-to-end social media management platform and a complete Social CRM
- Analyse customer behavior and gain insight to boost brand presence and customer loyalty
- Automate workflow for easy engagement and service
- Enhance business objectives, define policies, and optimize processes

UNO

- Robotic Process Automation (RPA) and desktop unification, without any integration with IT systems or change in process flow
- Manage front-office and back-office operations efficiently
- Faster onboarding and error-free execution of tasks

The TechMBPS Advantage

- Leveraged Uno our RPA platform to automate 3MN transactions annually, reducing OPEX by \$1.5 MN for a APAC and Europe client.
- Implemented a Socio to monitor, manage, and analyze over 6 MN social media posts annually, and scaled the operations 3X since 2015 for a large media house
- Launched video interactions support for a large Telco along with in-store kiosk support
- Launched a digital dashboard to provide 360o view of structured and unstructured data to decision makers
- Narrowed AHT of chat and voice to 10% for a US Telco, making chat support highly effective



Connect with us to know more:
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Connected World.
Connected Experiences.