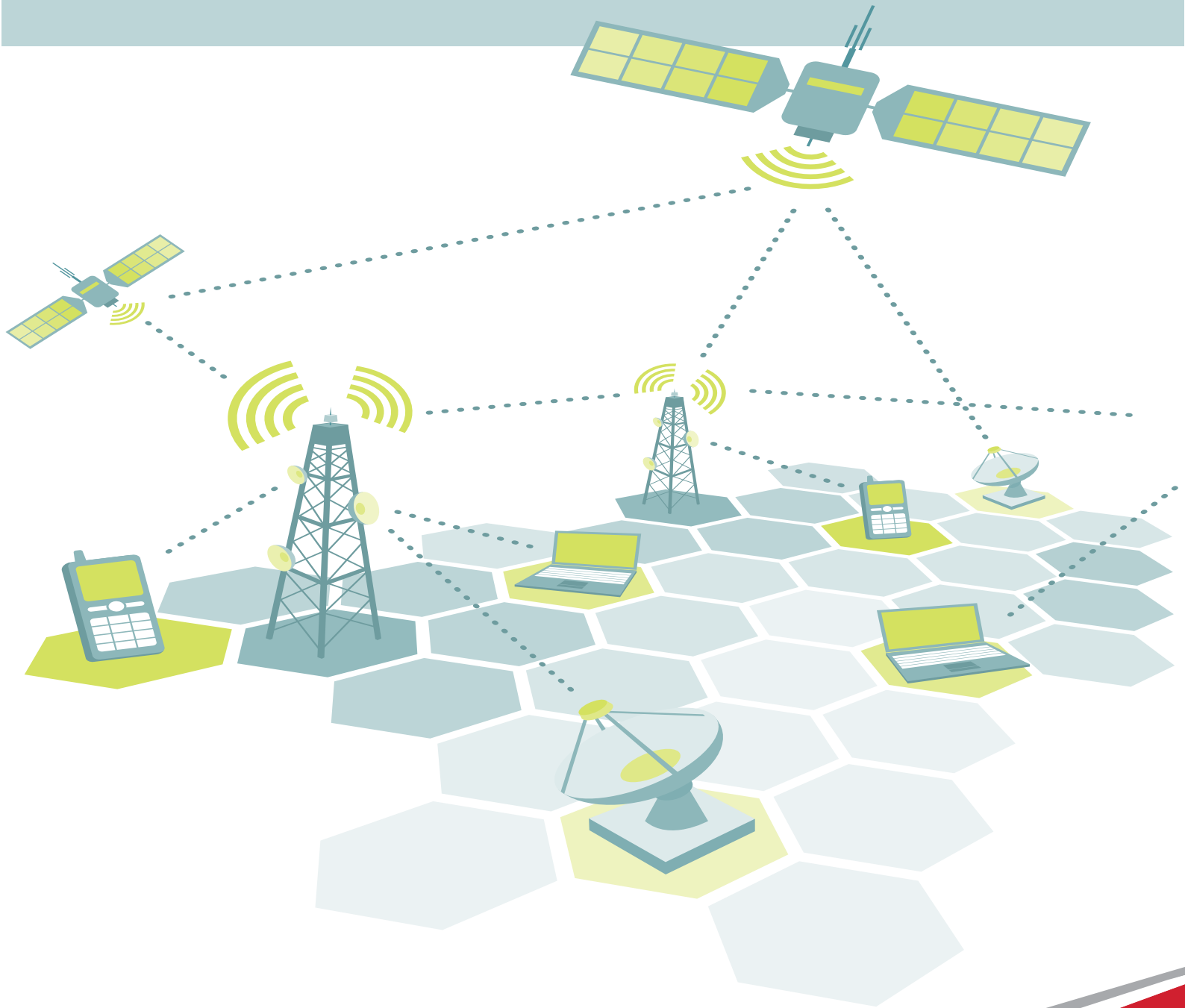


Procurement and Supply Chain Management for Telecom Service Providers



Overview

Telcos are continuously under pressure to address the ongoing challenges such as competition from other operators and OTT (Over-the-Top) players, reduced ARPU, price war, and subscriber churn intensifies. It is expected that 2020 will bring in new challenges and vast opportunities for the telecommunications industry. According to a GSMA report, the global telecom industry will be massive in size and scale by 2020, with approximately 5.6 billion unique subscribers, 5.8 billion smartphones, and operator revenues increased to \$ 1.2 trillion from \$ 1.1 trillion in 2015.

Increased expenditure on Capex

Structural Challenges that Telecoms face today:

The proliferation of OTT (Over-the-top) companies is giving Telco's a hard time to get enough revenue from their core services. Telco's need to continuously invest on networks - to upgrade their infrastructure, enhance service quality, and develop new products to meet the changing trends in consumer demands in order to stay relevant and competitive in the business. It's not always easy for service providers with multi-vendor networks to correctly identify which equipment is associated with the operational problem, making it difficult to identify the vendor to be contacted.

Falling Margins

Along with discovering or inventing additional revenue streams, operators are facing another major challenge with the declining income: keeping operating costs low and optimizing ARPU (Average Revenue per User). Rolling out new services with rapid technological changes, operators need to adopt measures to control the operational costs, and continue to invest with an eye on the future.

Telecom service providers will have to continuously innovate to meet revenue targets and keep costs low. In the coming years. Service Management will become more and more important as Telcos can't afford downtime in such competitive times, IoT looks promising, so these are some areas they need to focus on.

Supply Chain Challenges in Telecom

Continuous pressures on margins

Technology evolution

Complexity of managing infrastructure with multiple vendors

Intensifying competition

How can TechM BPS Help Telecoms Optimize their Supply Chain?

Tech Mahindra's BPaaS solution for Procurement and Supply Chain processes in Telecom is a unique blend of process, technology, and experts in supply chain. Tech Mahindra has been at the forefront, supporting telecom customers with technology and contact center solutions. We have further expanded our services to provide BPaaS integrated with Analytics, Automation, AI, and IoT to optimize their investments.

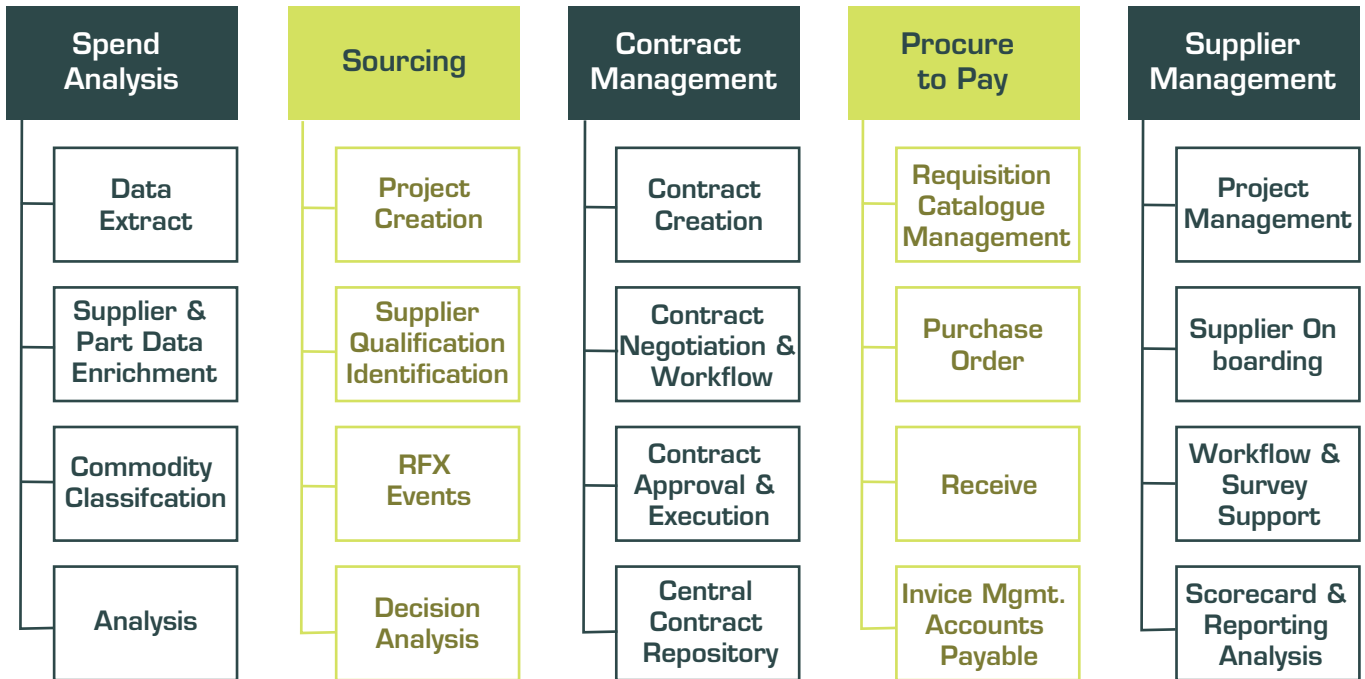
Tail Spend Management

80% of the vendors contribute to 20% of the spend, making them administratively burdensome, often not closely managed by procurement teams. Tail spend is characterized by:

Fragmented spend with a large number of small transactions

Non-compliant maverick spend or Misclassified spend

Tech Mahindra BPS Service Offerings in Tail end Spend Management:



Contract Management

Contract compliance and maintenance is an important task that often gets relegated due to exigencies of business. Our contract management services are geared to provide services encompassing Contract Enablement, Loading and Maintenance of Contracts, Compliance, Deviation Reporting, and Risk

Invoice Automation and Accounts Payables Service

We leverage our technology partners to automate invoice processing and payments. The other AP services offered are Help Desk Support, Employee Reimbursement Services, Reconciliations and Reporting, Audit and Quality assurance.

Supplier Management Support (SMS) for Maintenance and Repair of Network

The Supplier Management Support model streamlines and integrates traditional OEM maintenance-related activities and end-to-end processes. Our SMS services provide an integrated framework to receive maintenance requests, schedule field staff and part support, coordinate schedules and monitor SLAs, reconcile billing and payments, and contract compliances.

Order Management

Tech Mahindra BPS provides Order Management services that enhance customer experience. Our offerings include:

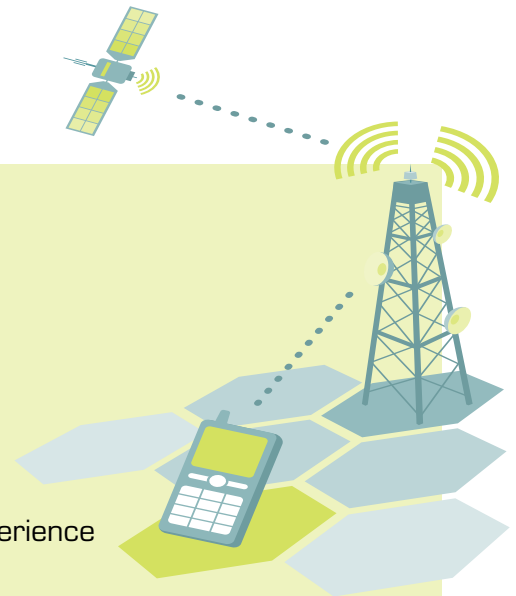
Order Processing

Order validation and Fulfillment

Financial reporting including ROI and margin calculation

Master Data Management

Master Data Management services standardize business processes and improve collaboration, meet strict compliance requirements, and reduce costs. Ensure consistent distribution of data to all applications and systems by storing, augmenting, consolidating and synchronizing master data efficiently. Aggregate, map, exchange, analyze and disseminate master data at a business-object level and on a global scale without disturbing the existing IT infrastructure.



How do Telecoms Gain?

- Improve forecasting accuracy
- Minimize re-planning frequency
- Increase sales and reduce operation costs
- Improve inventory turnover
- Ensure faster delivery of products and enhance the customer experience
- Optimize flow of goods inbound and outbound
- Optimize inventory components including raw material, work in progress, finished goods, etc.
- Enable better and faster business decisions

About Tech Mahindra Business Process Services

Tech Mahindra Business Process Services is the BPO or BPM arm of Tech Mahindra – a USD 4.6 billion company with 117,200+ professionals across 90 countries, helping over 885 global customers

including fortune 500 companies. Tech Mahindra is amongst the Forbes list of Fab 50 companies in Asia 2016 list & in India's Top 50 Super Companies of 2016.

Entering a new era of transformations, Tech Mahindra Business Process Services has re-focussed energies towards 'Creating memorable digital experiences everyday' for customers.

We are part of the USD 19 billion Mahindra Group that employs more than 200,000 people across 100 countries. The Mahindra Group operates in key industries that drive economic growth, enjoying a leadership position in tractors, utility vehicles, information technology, financial services and vacation ownership.

For more information about Tech Mahindra Business Process Services, connect with us at:

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