



Customer Ask:

“Significant time is spent by my employees resolving similar issues and conflicts which reduces productivity over a period of time. How can Tech Mahindra help?”

TechMighty:

“We understand! Let us tell you how the right Service Desk solution can help your employees resolve queries in a simple and efficient manner so that it enhances focus on your organization’s aims and goals.”

We understood the problem...

Businesses today are benefitting from increasing availability of a variety of devices and applications.

At the same time they are looking at reducing costs of operation by improving support systems for the same.

Issues such as slow response, repetitive occurrence of similar issues, inability to adapt to newer technologies can hinder the progress of the business due to loss of focus.

TechM BPS' Service Desk is just the right solution!

Our solutions saved the day...

Service Desk capabilities have come a long way from simply providing Technical Support to becoming a **proactive and predictive Problem solver** for any organization and is slowly making way to become a more strategic decision point for organizations.

At TechM BPS, our **NextGen Service Desk** consists of simple, easy-to integrate intuitive interfaces with omnipresent support from any end point and off LAN as well.

Automation is a major driver of productivity as it significantly reduces time and effort on repetitive tasks. We at TechM BPS have achieved transformational results with implementation of **Desktop Unification and RPA**.

Analytics can help organizations become proactive at problem solving and be prepared with the help of predictive maintenance. Implementation of **Chatbots** for solving repetitive queries also provides scope for cognitive capabilities where the bot learns to answer queries on its own.

Key Takeaways...

- **Who needs it:** Organizations looking forward to achieve transformation by radically reducing efforts maintaining support for their operations.
- **What should they know:** For a business to reap results out of Service Desk partnerships, it is important that its partner organization has been well-versed with existing tools and is quick to deliver for new technologies as well.
- **TechM BPS Solution:** With over 13 years of delivery experience, our NextGen Service Desk has been implemented across 15 countries in 20+ languages with verticalized solutions and an outcome based Integrated delivery model.

#TechMBPS is happy to help...

Get a chance to feature on the next #HelloBPS

Send us your entries or get in touch with us at

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Leave your number and we will call you.