



TRANSFORMING BUSINESS OPERATIONS BY LEVERAGING AAA

Automation, Artificial Intelligence and Analytics

Introduction



TILAK NAG
Vice President
Caribbean and Latin America
Tech Mahindra

Accomplished executive with unique experience across the US, Canada, Latin America, the Caribbean, India, Singapore, and the UK. Management consultant at PwC. Deep experience in strategic outsourcing; new business development, market entry, strategic outsourcing and vendor management.



LUIS MENDEZ
AVP Sales Tech Mahindra

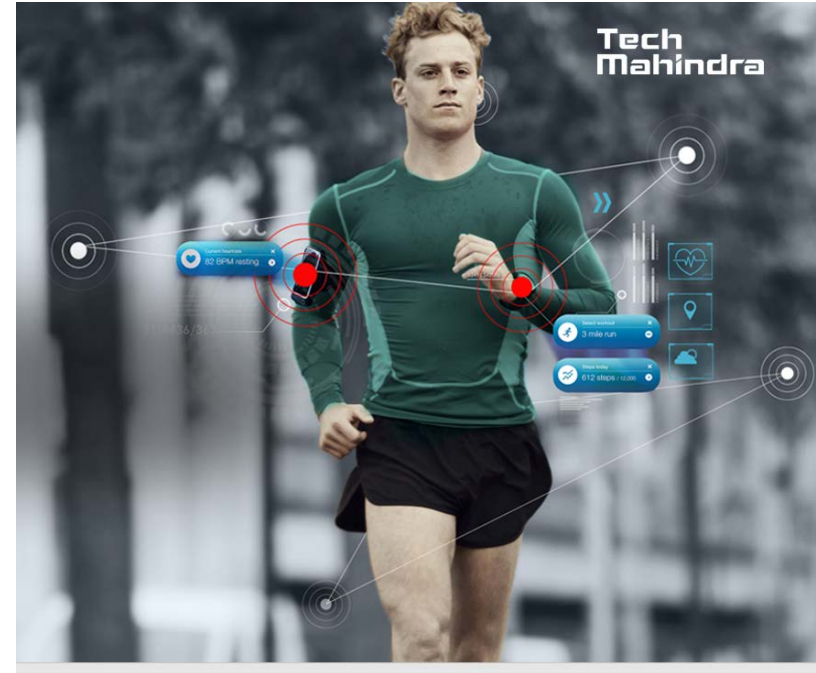
Global experience of over 20 years specializing in business consulting, digital transformation, RPA, global delivery, account management, process excellence, bootstrapping corporate innovation through start-ups and people management.

Nothing can stop automation

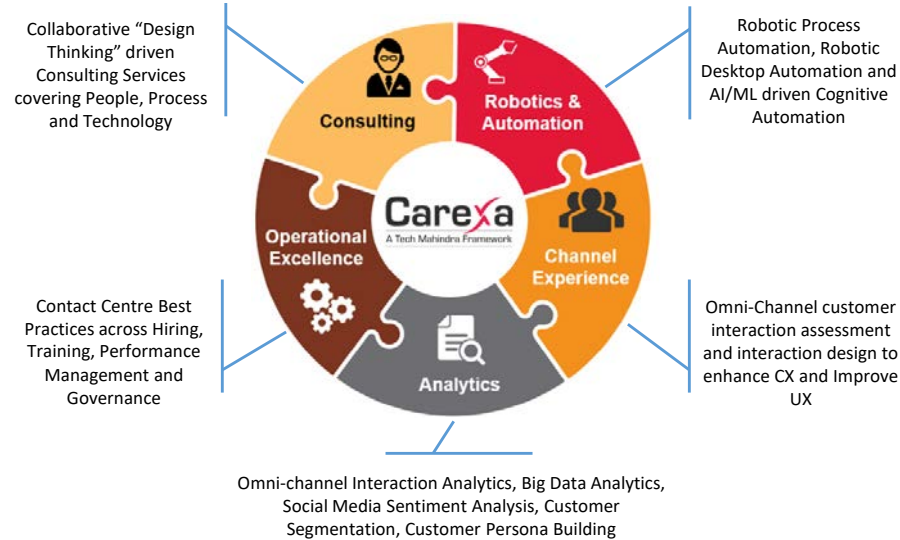


Digital Transformation: What Really Matters

1. *Many companies confuse digital with technology.*
2. *Digital is an enabler, not an end.*
3. *Focus on the customer journey, not just the customer.*
4. *There's more than one way to transform the business.*
5. *Build for many speeds, not just "fast."*
6. *Prioritize advanced analytics to accelerate new capabilities*
7. *Create a governance model to facilitate the digital decisions*
8. *Embrace "two-speed IT"*
9. *Identify the digital talent and capabilities*
10. *Develop a single set of digital metrics*



Framework to Transformation Journey



Key Objectives



Reduce Costs



Enhance CX

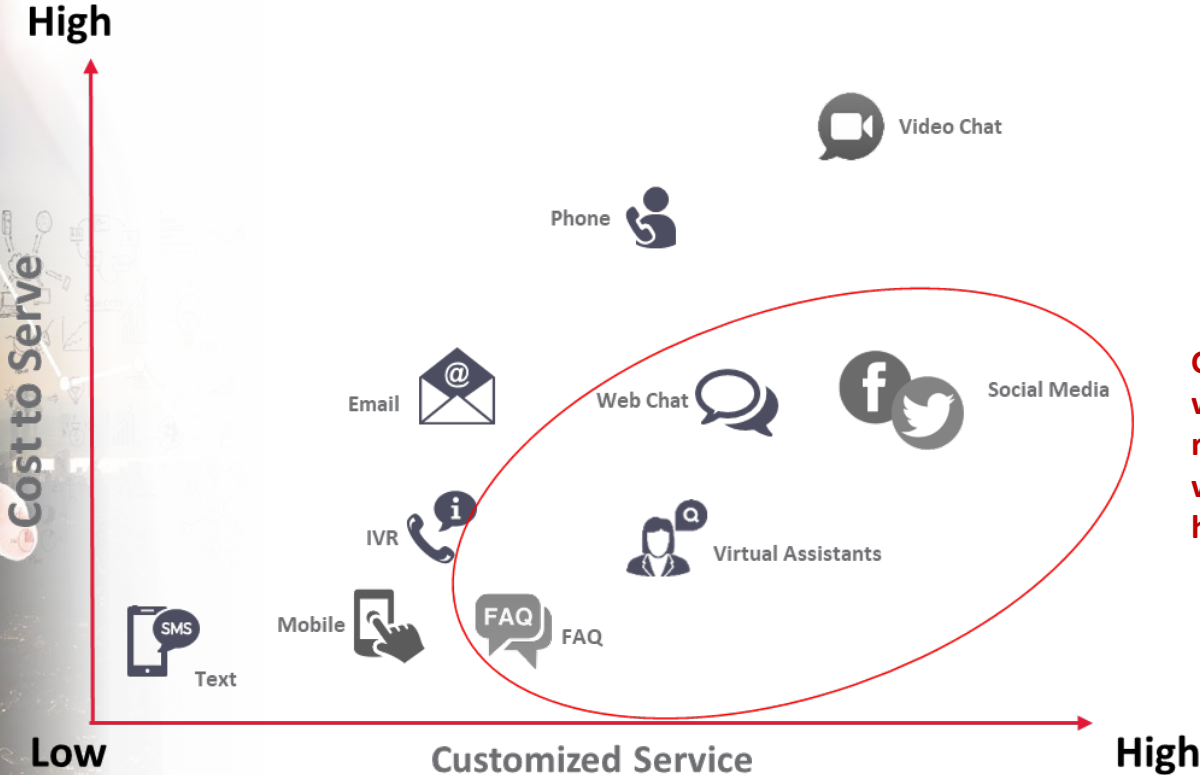


Increase Revenue



Improve EX

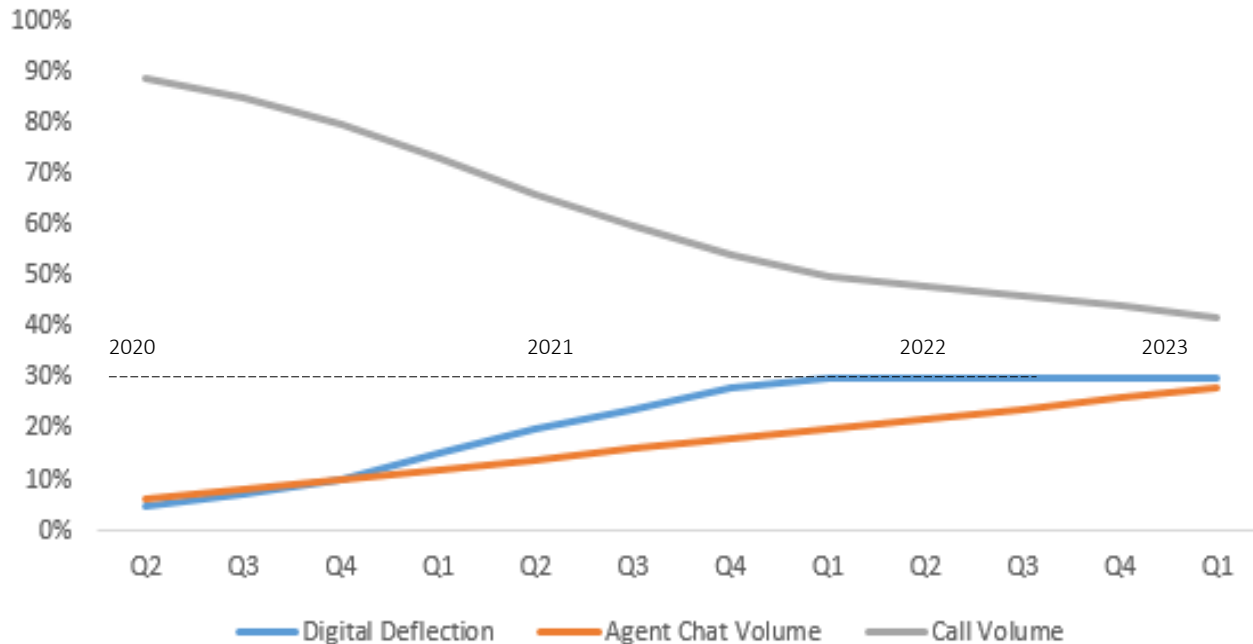
Shift in Service Channels



Gartner: By 2020, customers will manage 85% of their relationships with enterprises without interacting with a human.

Digital CX: Impact on Channel

Digital/Channel Volume Evolution



Transformation Tenets

Operations Centers OUT, Experience Centers IN

Cost Centers must pivot to becoming Profit Centers

Agents to Augmented Intelligence to Self Fulfillment

SYSTEM of TIER: Blurring the lines between System of Record, Interaction and System of Engagement



We help our clients Transform

These are some of
our stories...

We have done this before...Transforming Tier 1 Operator Australia



Industry



Telecom

Customer



The client is Australia's largest telecommunications company which builds and operates telecommunications networks and markets voice, mobile, internet access, pay television and other products and services.

Scope



- ACV: 19 Mn USD
- FTE's : 2200



Business Benefits

45+ points improvement in NPS on NBN queue

40-50% reduction in agent manual efforts

38% Cost Benefits to client by helping consolidate their business from Philippines To India

Reduced truck roll by **13%** leading to savings of **7 Mn AUD**



Challenges faced

- Legacy Systems – Multiple applications for trouble shooting
- Complex workflows and system infrastructure (i.e. no single workflow and interface)
- Influxes of volume caused by seasonality or network disruptions
- Metrics not aligned to end to end resolution
- Response to outages are reactive as opposed to proactive



Solution Highlights

- Helped client consolidate their business from Philippines To India – **30%** Cost Benefits
- Grew Organically from **1 Product line to 18 Product lines** in the span of 12months – Simplex to Complex queues
- Submitted **60+ process improvement** ideas to Client on process enhancements
- 66%** call/store visit volume deflection through chat - Shift left
- Deployed Unique **RPA & AI Solutions** to Customer – UNO Automation (SSO), Modem Replacement, TechM in-house developed RPA solutions
- 60+** Automation/RPA Use cases to meet the Client cost reduction strategy
- Won **4 CEO** level awards.

We have done this before... Transforming CX for a Large Telco

We started with the customer

- We began transforming from doing Digital...to being Digital
- We pioneered Digital self serve
- We deployed new technologies
- We empowered our agents

Smart workflow automation | Real-time customer sentiment analysis | Unified Desktop

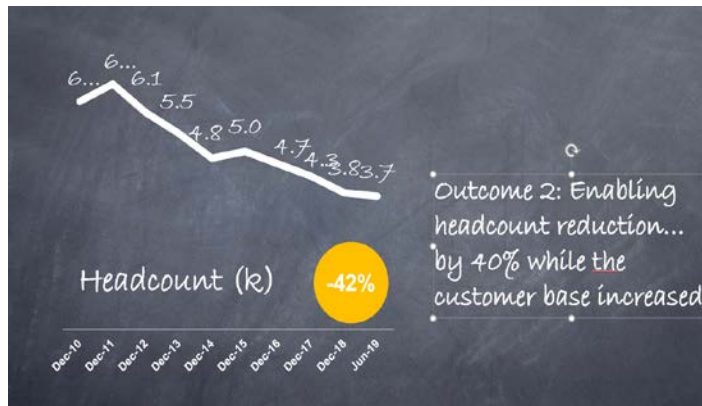
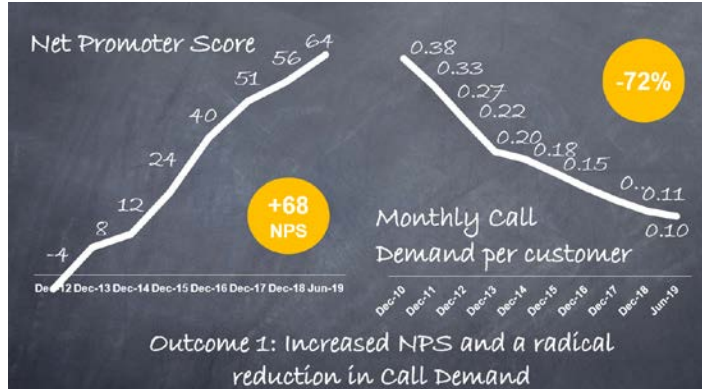
Multi-skilling | Experiential Learning | Augmented Intelligence



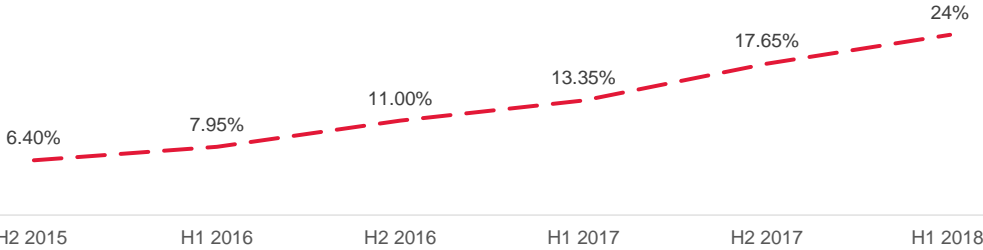
3 time winner

GALLUP GREAT WORKPLACE AWARD

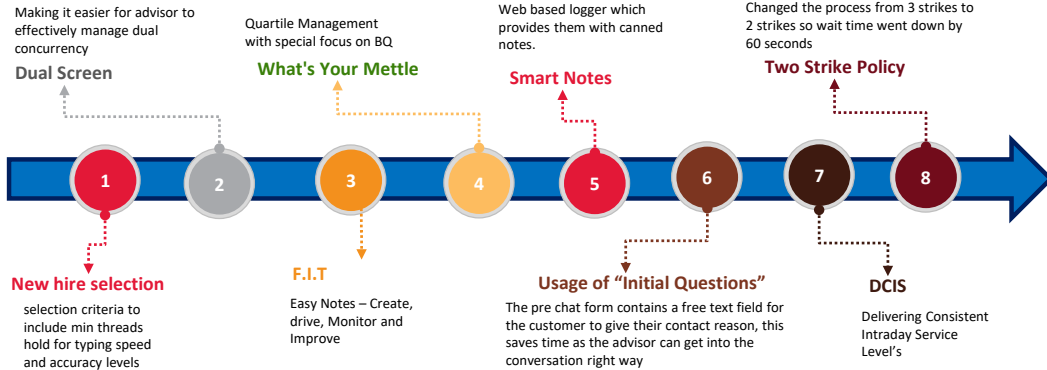
And our people loved it !



We have done this before...Big Shifts Delivered – Digital Assist US Telco



Delivering the most loved customer experience



Big Shifts Delivered

- NPS improved by 59% a 24 points jump
- New Digital journeys added from 4 to 22+ in less than 2 years
- Chats Answered increased from 5K a week to 50K
- AHT improved by 64% from 18 to 11 mins
- Industry leading Concurrency from 0.8 to 1.6 – Improved by 100%
- Unanswered improved from 8% to 0.64%
- Unavailable from 23% to 4%

We have done this before...Transforming Journey for a Caribbean Company

- Unstructured Processes without standard mapping
- Concentration of Knowledge in few pockets
- Manual tasks consuming productive time
- Information scattered within multiple systems
- Unstructured IVR
- No upselling and cross-selling

Common Findings



Automation 25% RPA
Analytics Artificial Intelligence
Report Automation ChatBot



Managed Services 35%
Skilled Resources
Lift, Shift and Fix transition



Continuous Improvement 15%
Cross Skilling Lean
Process Re-engineering Six Sigma

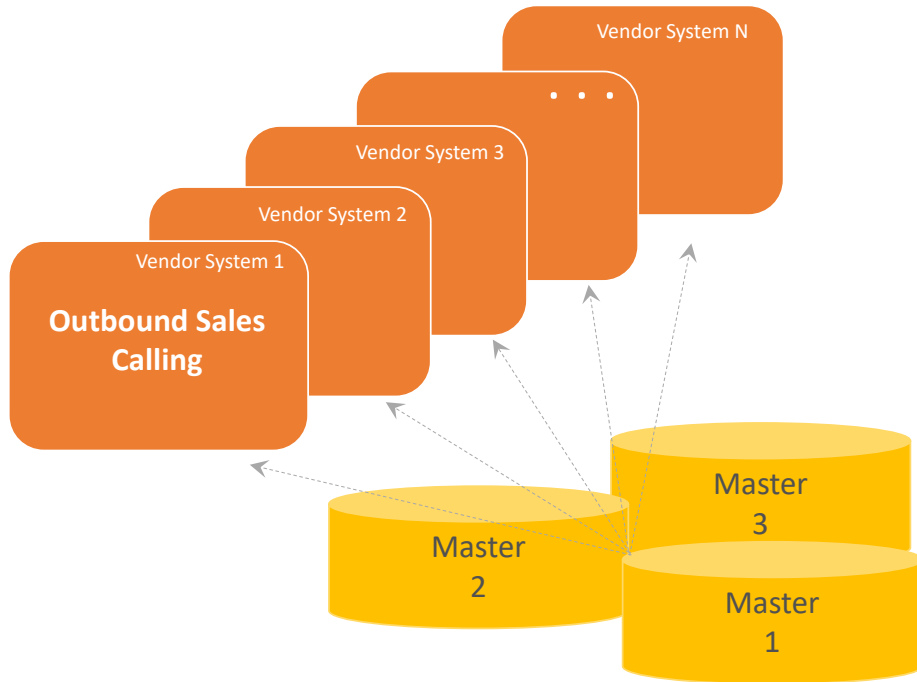
- Cross skilled “augmented” resources
- Standardized processes
- High percentage of task Automation
- Improved Productivity
- Effective Knowledge management
- Redesigned IVR
- Increased revenue opportunities

Future State

5-year savings ~35%

Cost base reduction ~55%

We have done this before...Transforming Process Mexican Entity



Outcome:

1. Non-standard processes
2. Broken processes
3. Potential for gaming
4. Potential for fraud
5. Limited accountability
6. No single source of truth



**Fast.
Agile.
Bold.
Operationally Excellent.**



If you've travelled on an **Airbus**, driven a **Nissan** or **Volvo**, banked with **Citigroup**, bought a **Nokia** mobile phone or roamed with **Vodafone**, traded with **Reuters** or **Bloomberg**, read the **BusinessWeek**, used an **iPhone** or searched on **Google**, pleased your kids with **Nestle** Chocolates, spent a night at **Jumeirah**, used the **SMRT** train system in Singapore, followed the last **FIFA** world-cup, grown up on **Horlicks** or **Maltova**.

If you have experienced any of this. You've experienced Tech Mahindra at work.

Tech Mahindra Overview



BFS

HEALTHCARE

TELECOM

RETAIL

HI TECH



TRAVEL & LOGISTICS

AUTOMOTIVE

INSURANCE



M&E

ENERGY & UTILITIES



MANUFACTURING



PUBLIC SERVICES

Reshaping organizational agility with new and emerging technologies

- D**IGITIZATION
- A**UTOMATION
- V**ERTICALIZATION
- I**NNOVATION
- D**ISRUPTION

46% Americas 30% Europe 24% RoW

67 Nationalities

90+ Countries

\$4.9 B Revenue

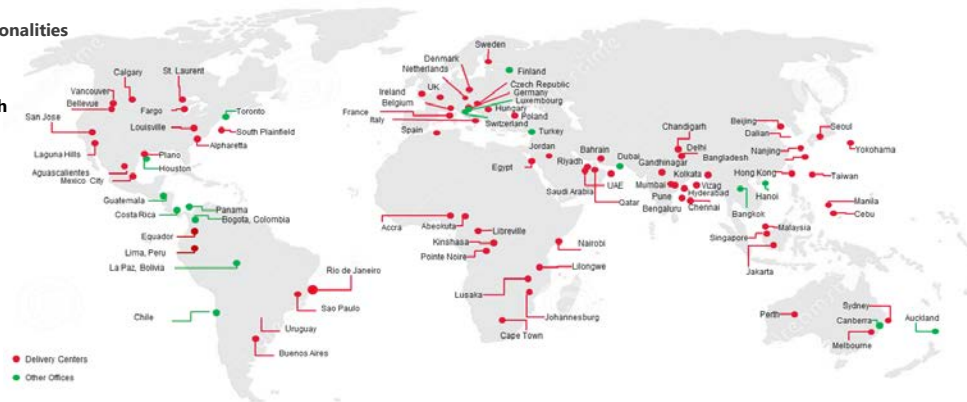
900+ Clients

131,500+ Associates

7000+ Bots

32 Yrs Of Value Creation

Mahindra Rise™ tenets
Accepting No Limits
Alternative Thinking
Driving Positive Change



Tech Mahindra BPS

Tech Mahindra Business Process Services (TechM BPS) is the BPO arm of Tech Mahindra

Entering a new era of transformations, we refocus energies towards **'Creating memorable digital experiences everyday'** for our customers.

Technology-led front office transformation | Leading Multi-Vertical BPO Service Provider | Platform-led middle & back office transformation



60000+

Human & Digital Workforce



53293

Professionals
Gender Diversity 3:2



7000+

BOTs



28

Delivery Centers



15

Countries



10+

Industries



50 +

Languages



170+

Global Clients

NORTH AMERICA:

- Fargo, ND USA
- Plano, TX USA
- Moncton, CAN

LATIN AMERICA:

- Mexico City, MX
- Aguascalientes, MX
- Sao Paulo, BR

EUROPE:

- Belfast, Salford UK
- Waterford, IRL
- Budapest, HU
- Leipzig, Germany
- Dresden, Germany

INDIA:

- Noida, Chandigarh, Kolkata, Bhubaneswar, Chennai, Hyderabad, Pune, Mumbai, Gandhinagar, Vizag

REST OF ASIA PACIFIC:

- Cyberjaya, MY
- Cebu & Quezon City, Manila, PHL
- Dalian, China
- Christchurch, New Zealand



Chat



Phone



Email



Voice/Chat BOTS



Social Media



Leaders in the **Gartner** Magic Quadrant for 'Customer Management Contact Center BPO Worldwide for 2017'

Gallup Great Place to Work Award 2016, 2017 & 2019



Customer Experience

Enterprise Back Office

Service Re-Design

Digital Strategy

Managed Services

CoreOps

Consulting

Tech Mahindra BPS

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BUSINESS PROCESS SERVICES

BOOK YOUR COURTESY WORKSHOP

Company Name:

Delegate Name:

Phone Number:

Email:

Suitable Dates:

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BUSINESS PROCESS SERVICES

YOUR RESPONSIBILITIES

- Provide Executive Sponsorship
- Arrange Subject Matter Expert (SME)
- Nomination of Single Point of Contact (SPOC)
- Arrange Conference Rooms
- Data Collection

OUR DELIVERABLES


90 Hours of
Consulting Time


Worth US
\$18,000


Organize
Structure and
Conduct Workshop


Furnish Data
Collection
Template

Q&A

I WAS HOPING FOR A SLIGHTLY MORE
DETAILED EXPLANATION OF HOW
AUTOMATION AND AI WORKS THAN - "IT'S
MAGIC"!

