Tech Mahindra

Integrated Enterprise Business Solutions

Building Connected Enterprises of Tomorrow…

Connected World. Connected Solutions.

01 EBS Market Dynamics

02 EBS Construct

03 EBS – Key Metrics

04 Select Illustrations

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EBS: Market Dynamics

Top Verticals → Manufacturing, Telco, TME & BFSI
Top Geos → N. America & W. Europe

GEOGRAPHY

- **North America → 43%;** Growth improved - *4.5% YoY*
- **Western Europe → 27%;** Moderate growth: 3.4% YoY
- **APAC & ME → 19%;** Fastest growth: 6.8% YoY

VERTICALS

- **Manufacturing, Telco, TME and BFSI** constitute of 68% of EBS spend
- All verticals except Government to grow **between 4-5% (CAGR) by FY'18**

SERVICES

- **Emerging world** – Implementation and Consulting
- **North America & W. Europe →** Mixed bag of ADMS, Custom development and Implementation of ERP ++, Select Cloud- based solutions

DISRUPTORS

- **Top Tech disruptors** Cloud, Big Data & Analytics
- **Disruption in buying centres** (CIO → CxO)

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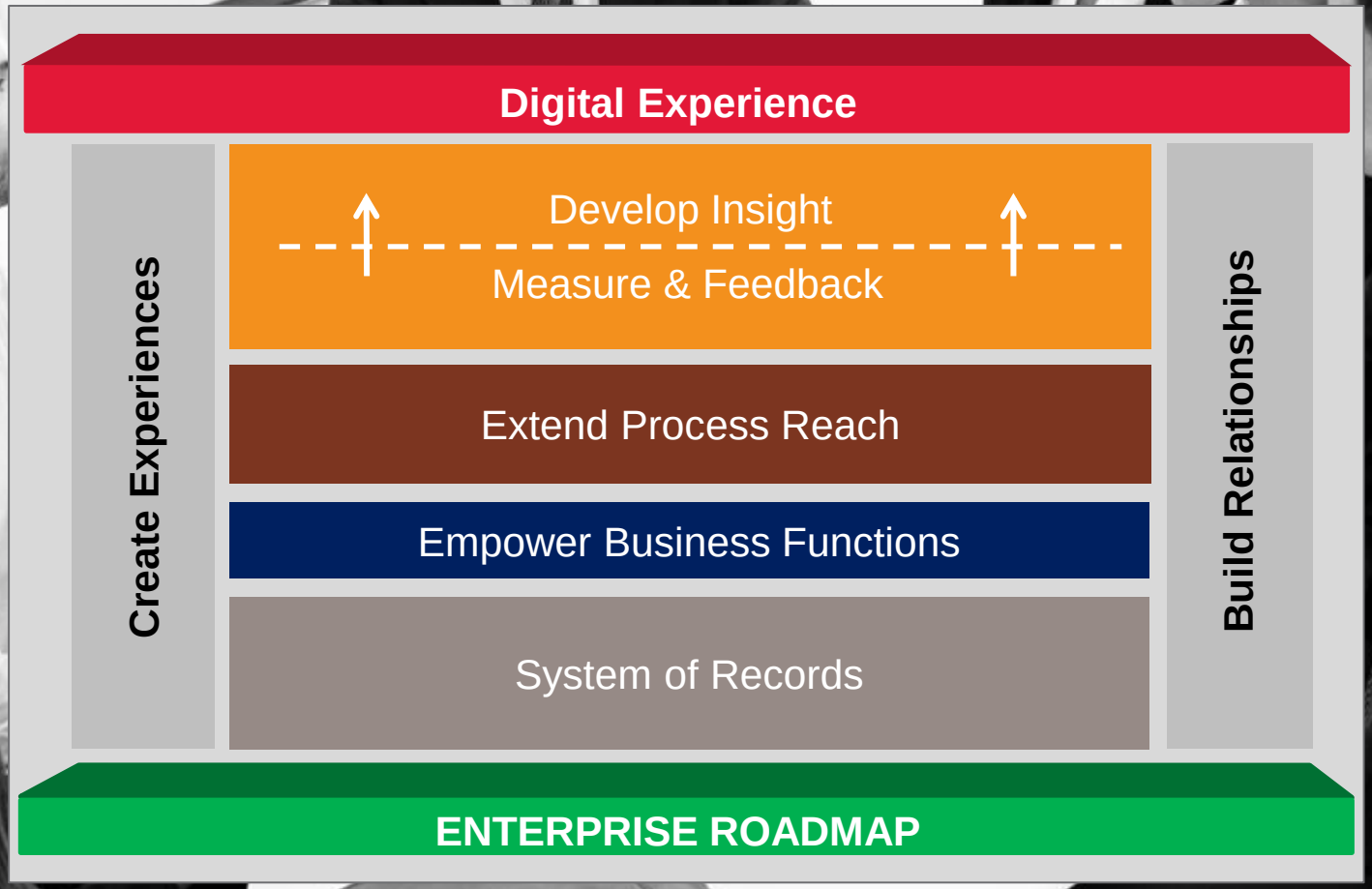
Tech Mahindra - EBS Construct…



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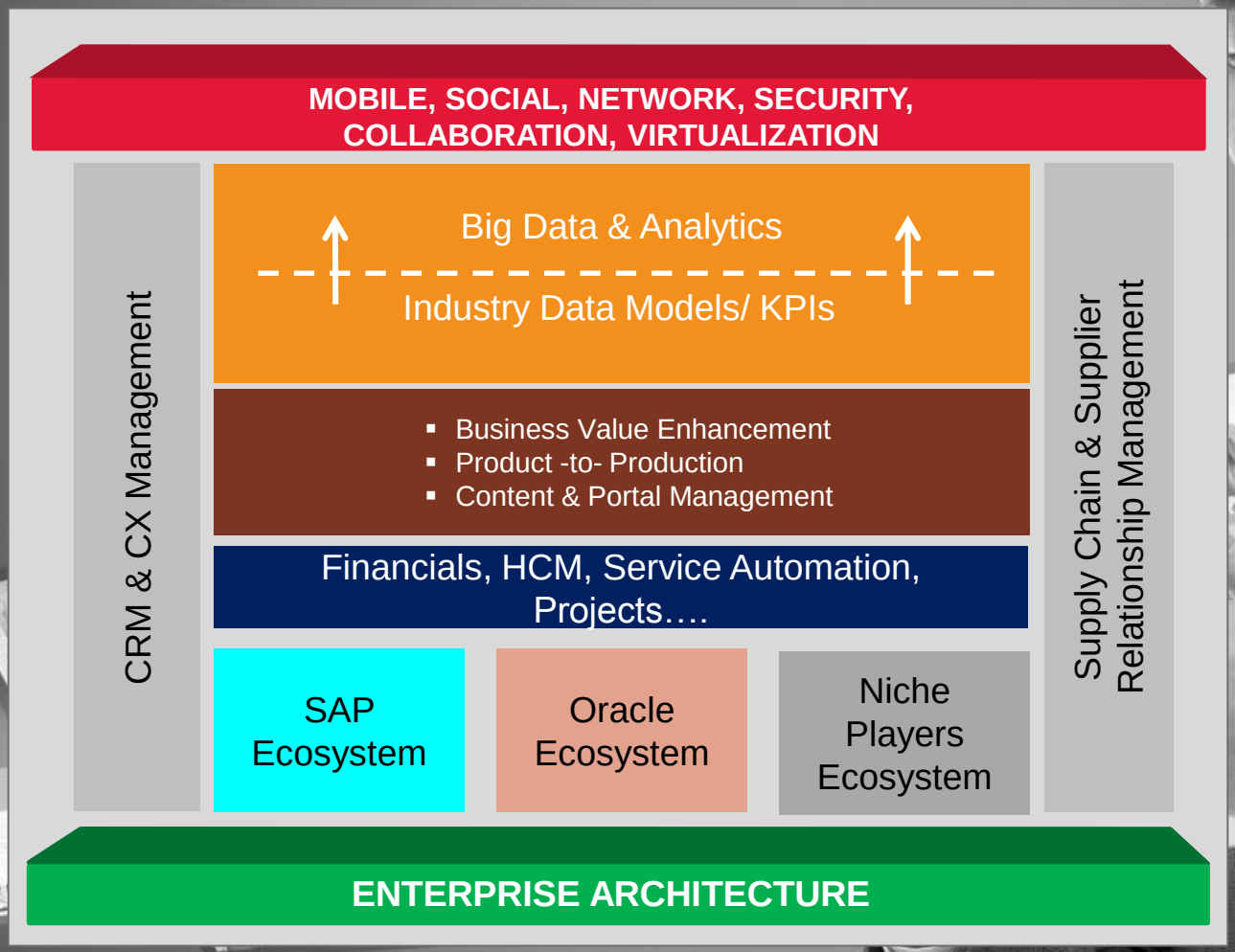
…Tech Mahindra - EBS Construct



Building Connected Enterprises…

Select Illustrations

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Partnering in Business Process Transition…

1 Sports Foundation Major

1. Standardization and Automation of core Business processes
2. Next Level User Experience

15% Reduction in Operational cost

20% Productivity Improvement

2 Financial Regulatory Body

1. Improved efficiency and scalability of operations
2. End-to-end automation of application change management process

25% less in maintenance

12% better employee productivity

3 Leading Retail Chain

1. Business led IT transformation
2. Re-engineer core business process from Legacy
3. IT Architecture, Design, Data Migration

Visibility of each product performance

900 stores in 6 countries integrated

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Strategic Partnership in Digital Transition

1 World's leading Flash Memory manufacturer

1. Scalable Business Systems & Processes leading to improved IT performance
2. Inventory Optimization

20%
Reduction on Operational cost

50%
Improvement in resource utilization

1. Reengineered business processes in line with KPIs of the Customer
2. Transitioning the customer to digital resulting in enhanced multichannel customer experience
3. Faster analytics reporting

2 World's Leading Nutrition, Health and Wellness Company

1. Added new services lines and partnering in new initiatives
2. Partner in Business Transformation program

1. Developed Enterprise Mobility Road map
2. Implemented Cloud based talent management system

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Enabling Deeper Business Insights…

1 Retail Apparel Company

1. Sales Behavior patterns
2. Check- out experience

→ 7% more Customer visits | 6% less dissatisfied customers | $5m increase in sales

2 Insurance Company

1. Customer Segmentation & Profiling
2. Wallet Share & agent lifetime value
3. Campaign effectiveness

→ 400% more cross sell revenue | 6% better collection | 120% better agent productivity

3 Telecom Company

1. Improved Models for Churn Prediction
2. Analytical Models for Voluntary and Involuntary Churn

→ >80% Churn Prediction accuracy

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