

Tech Mahindra

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About Tech Mahindra

Tech Mahindra represents the connected world, offering innovative and customer-centric information technology services and solutions, enabling Enterprises, Associates and the Society to Rise™. We are a USD 3.1 billion company with 89,000 professionals across 51 countries, helping 625+ global customers including Fortune 500 companies. Our Consulting, Enterprise and Telecom solutions, platforms and reusable assets connect across a number of technologies to derive tangible business value.

We are part of the USD 16.7 billion Mahindra Group that employs more than 180,000 people in over 100 countries. The Group operates in the key industries that drive economic growth, enjoying a leadership position in tractors, utility vehicles, information technology and vacation ownership.

Our Consulting Practice has helped clients achieve breakthrough improvement in business processes, build high performance business operations, make smart investments in Information and Communications Technology assets and enhance business value of ICT investments that are in line with the strategic objectives of the enterprise. Our approach has improved business operations and the overall IT function for some of key customers.

SOCIALIZING ENTERPRISES

Tech Mahindra presents Enterprise Social Collaboration - Social platform designed for organizations to connect all business stakeholders globally.



Connected World.
Connected Solutions.

Amalgamation of Communication

Employees today demand the ability to socialize with colleagues through various social media channels and the onus is on the management to provide conducive communication avenues. While this presents a challenge, organizations realize that providing an internal social media communication system enhances knowledge sharing and synchronous communication among stakeholders.

Tech Mahindra's Enterprise Social Collaboration solutions provide powerful intranet and extranet communities that can be customized to provide features like blogs, discussion forums and targeted announcements. Using Social Collaboration tools, organizations can bring together all key business stakeholders (employees, customers, partners, etc) on a single forum and enable them to work collaboratively, innovate and co-create a culture of seamless knowledge sharing.

Challenges

Some of the challenges faced by organizations include:

- Teams working in silos with limited awareness of capabilities residing within the team/organization
- Stifled innovation with inadequate platforms for idea sharing
- Lack of transparency across the organization
- High customer support costs

Our Service Offerings

Tech Mahindra provides consulting based service and solution offerings in social space. Right from helping you choose the best fit product to implementation and in-life support. Tech Mahindra has experience of working on both internal and external implementations and has ongoing engagements with multiple Fortune 500 customers.

Additionally, Tech Mahindra has a packaged solution that can be 'plugged and played' to provide standard features in a short duration. Special features, different user interface and other customizations, can be built after collection of additional requirements.

Some of the major features this solution provides are:

- Discussion forums & groups
- Innovation Modules
- Document collaboration
- Community Analytics
- Gamification

Key Benefits & Differentiators

The associated benefits of the service offering are:

- Improved productivity and employee connectivity
- Real time collaboration Higher Innovation
- Lowered Customer Support cost
- Collating critical customer insights

The differentiators of the service offering are:

- **30%* increase** in employee satisfaction
- **24 %* decrease** in employee turnover
- **15 %* increase** in the Employee Productivity
- Experience of working with customers across verticals and geographies including cross CMS migrations
- Expertise of social enablement of enterprise applications
- Alliance partnerships with leading product vendors in this spaces

**These are indicative benefits and are subjected to vary on a case to case basis.*

Tech Mahindra Advantage

Tech Mahindra has competencies in leading social collaboration products including Jive, Sharepoint, IBM Connections and Drupal Commons. We also have proven ability which includes over 400 consultants with diverse skill sets that combine the expertise required for implementation within these technologies.

These include:

- Senior consultants with knowledge of the process, challenges and best practices of such initiatives
- Business Analysts for requirement gathering and use case creation
- Solution Architects with experience in architecting solutions using that will provide similar or better features with the elimination of known issues.
- Developers and Testers

Case Study

- Facilitated the successful rollout of an internal platform community for a Fortune 50 Major which resulted in reduced costs and improved security for their external community
- Enabled a leading Canadian Bank to break silos and improve employee collaboration
- Provided cross-continent deployment of social intranet for a top Telco company in APAC region
- Delivered an interactive intranet platform that fosters collaboration for a leading sports organization

