



# BUSINESS CHALLENGES

The dynamic changes in emerging technologies have made networks more economical, but complex, while delivering variety of functions. In-house network operation team faces the challenges of managing complex and ever changing networks and knowledge retention. At the same time, teams are under pressure to reduce operational inefficiencies in their processes and systems while trying to maintain a consistent customer experience to their end users.

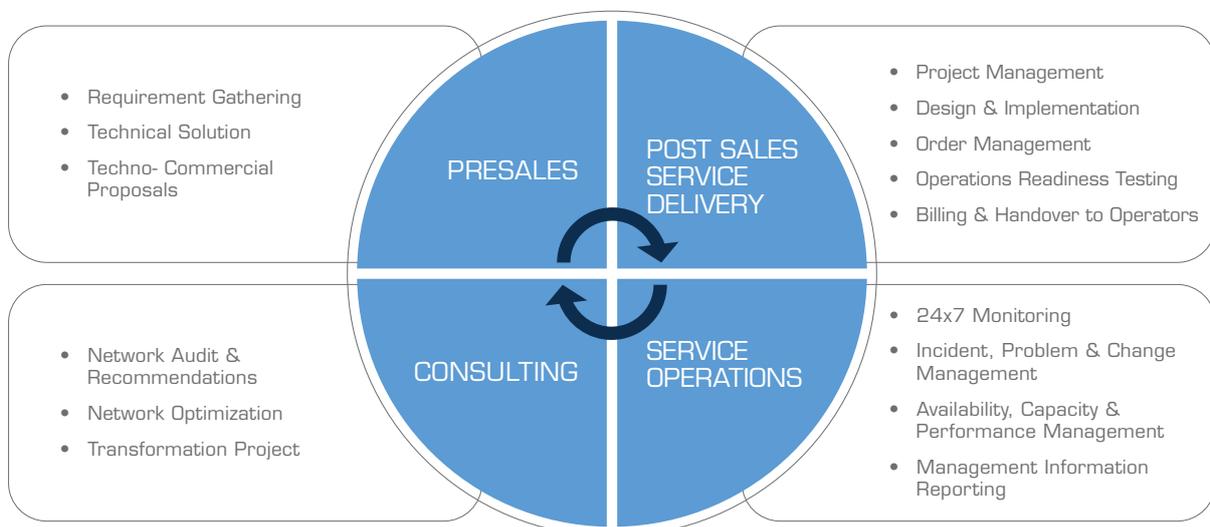
Lack of Single Process, multiple tools, data integrity, ambiguous vendor management, mismatch of inventory and lack of knowledge repository are some of the challenges which need to be addressed in managing the networks.



## OVERVIEW

With our experience in e2e service delivery for network services for various enterprise segments like retail, health care, banking and finance, pharma, logistics and telco and availability of resources in most of the geographic locations, Tech Mahindra has right skills and experience to

manage customer network services and contributes towards revenue generation and good customer satisfaction. Our Service offerings is based on comprehensive approach in managing delivery and catering to complex technology requirements as well as business operations.





## BUSINESS BENEFITS

- Collocation and structured process resulting in better throughput by 10% -20%.
- E2E delivery timelines reduced by 10% - 30% for most of our customer
- Achieved 99% On time Delivery (OTD) for most customers
- Achieved 98%- 99% Right first time (RFT) for most customers

## OUR TOOL EXPERTISE



## SUCCESS STORIES

### **Network Design Shared Services for 35+ contracts via UK Tier 1 Telco.**

Since 2009, Tech Mahindra has been delivering Network Design and Implementation Services to enterprise customers in various sectors like Banking &, Finance, Health care and Pharma, Logistics, and CPG through UK based Tier 1 Telco, with 70% contracts being in UK and the rest Global.

Using its lean sigma based implementation framework, Tech Mahindra has been able to help the telco increase 20% throughput, with customer satisfaction improvement by about 25%.

### **North America leading FMCG with services spanning across 100+ countries**

Tech Mahindra got engaged in 2010, when the Telco's contract with the FMCG customer was going with huge accumulated losses, pending backlog orders and significant customer experience challenges.

With robust integration of Lead to Cash (L2C) journey tightly integrated with commercial management and proven managed services framework, Tech Mahindra was able to get all the backlog orders cleared in span of 8 to 10 months and significant improvement in the end customer satisfaction.

# Tech Mahindra

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