

WHEN OMNI-CHANNEL ISN'T ENOUGH –
GUESTS EXPECT NEAR
OMNISCIENCE AND OMNIPRESENCE...
ARE YOU UP TO THE TASK?

DID YOU KNOW?

The average hotel purchase journey lasts 36 days over a whopping 45 touchpoints.

72% of travelers rated 'ease of booking' as their #1 influencer for booking options.

36% of travelers would pay more for more tailored information and experiences.

Source: "Mobile Travel Trends 2019", 2019 - Travelport Digital and "How to Win Travelers in the Age of Assistance", 2018 - GoogleThink

Tech Mahindra enables global hospitality organizations to be their guests' ever present, all-knowing helper in their time of indecision, anxiety, need and want. Managing increasing traveler expectations and providing personalized user experience remains a key focus area for our clients. We build solutions that result in increased customer loyalty and satisfaction.

Our Hospitality Practice offers a broad range of consulting and technology services including enhancing customer journey, building & integrating applications, infrastructure modernization and implementing emerging technologies to achieve greater user experience.

PLATFORM LED OFFERING FOR HOSPITALITY



WaaS NXT



RPA



Hotel-in-a-Box



SMART Offers



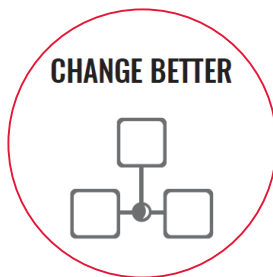
CareXa for Enhanced CX

Connected World.
Connected Experiences.



DIGITAL TRANSFORMATION HAS BECOME A CORE FUNCTION

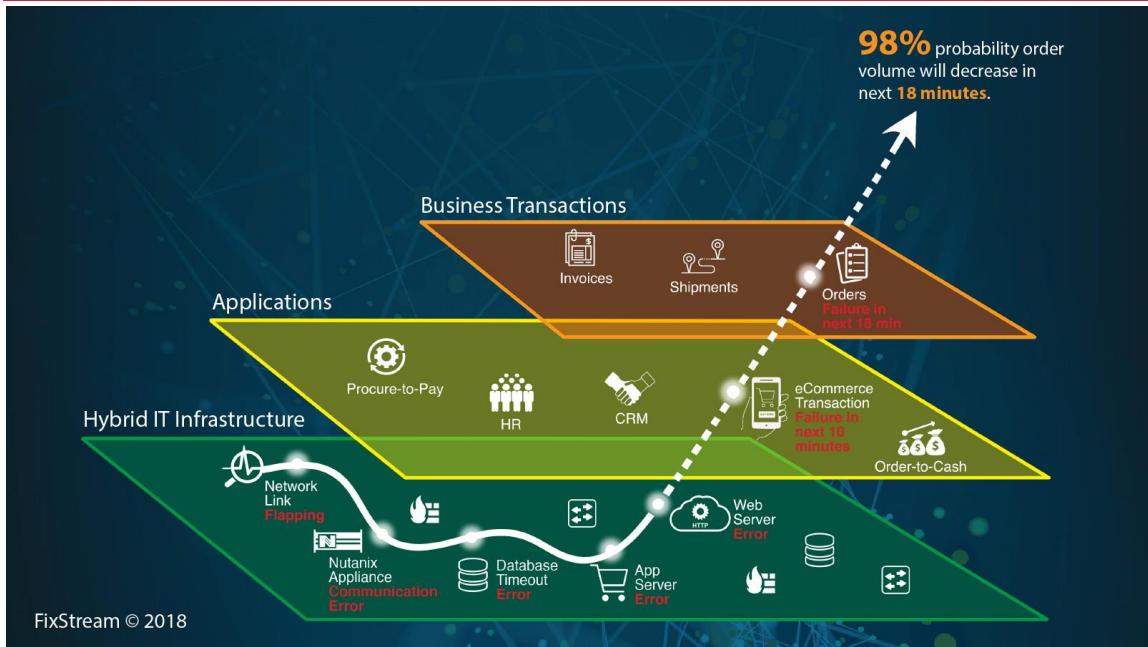
OUR VALUE ENGAGEMENTS HAVE HELPED OUR CLIENTS TO



In today's hyper-connected digital world, Hoteliers are increasingly adopting newer and better technologies to drive digital guest engagement, empower staff and optimize operational efficiencies, which increases profitability and opens new revenue generation opportunities. The dynamics of digital business dictate that "he or she who has the best eco-system wins" – to that end we've invested heavily, and because of it we've been recognized as a Leader across 6 quadrants of ISG's Provider Lens™ Digital Business Transformation Global Report for 2019 and as the leading non-US company on Forbes' Digital 100 List.

Our customers look to us for cutting-edge technology, innovation practices and dedicated Centers of Excellence (CoEs) to address business problems using the power of Digital, Internet of Things (IoT), Robotic Process Automation (RPA), Big Data & Analytics, Application and Infrastructure Modernization. Tech Mahindra has helped many customers benefit from over a decade of experience driving hospitality industry transformation.

Tech Mahindra's Artificial Intelligence (AI) Platform for Infrastructure Management

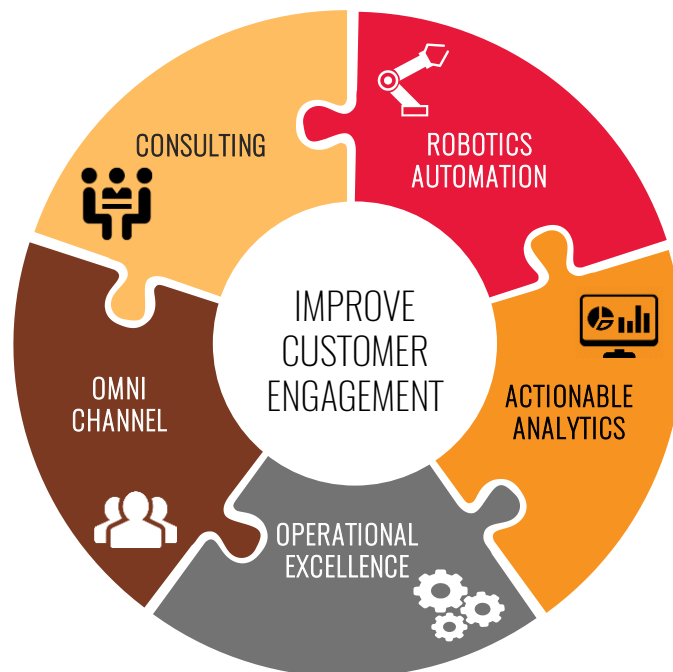


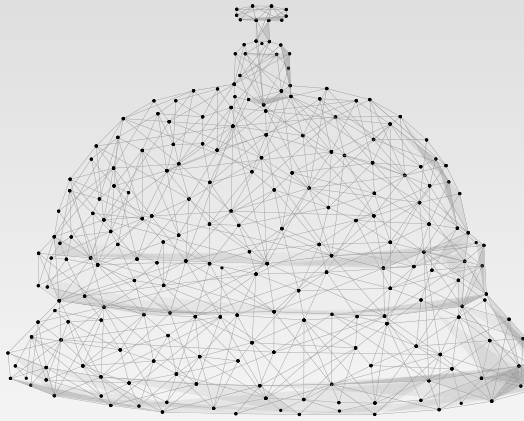
OMNISCIENT

CareXa: Framework for enhancing Customer Experience

CareXa leverages:

AI, Robotics & Analytics | Digital Channels | Integrating Industry's leading tools and Tech Mahindra's IPs





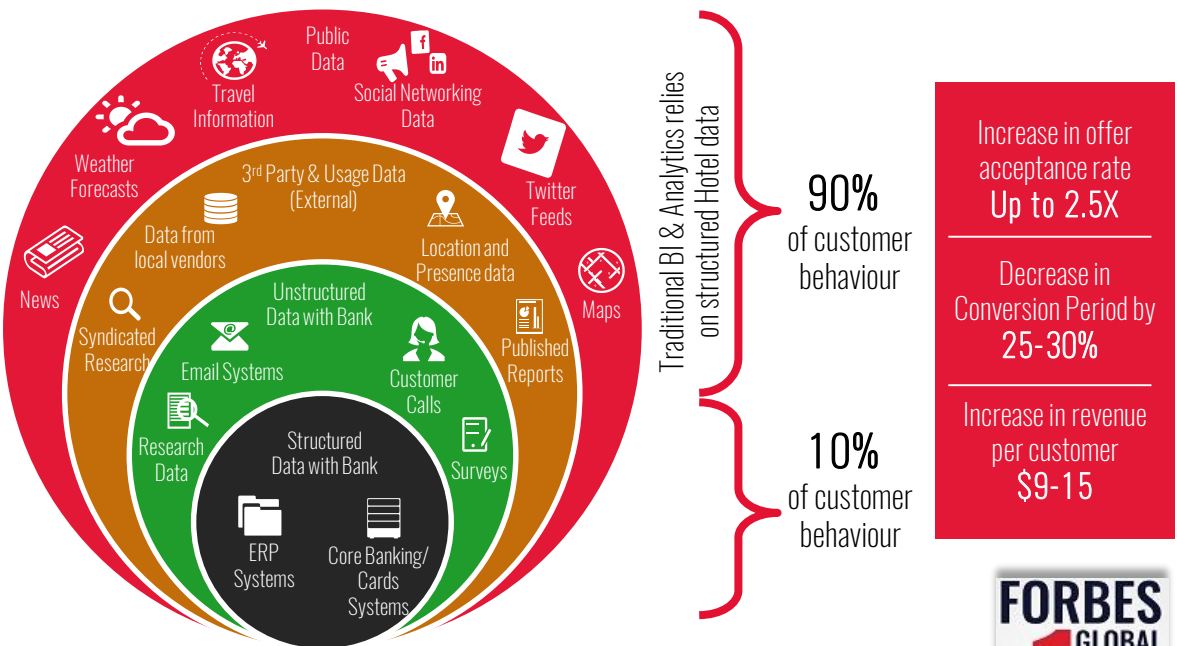
<ul style="list-style-type: none"> Reduction in reports by 445% Improved procurement process efficiencies by 60% 	<p>EFFICIENCY</p>
<ul style="list-style-type: none"> Reduced cost of purchase per transaction to \$10 from \$18.5 Reduced monthly incident count from 2000 to 800 numbers 	<p>COST</p>
<ul style="list-style-type: none"> Increased online member bookings from 40% to 60% 	<p>REVENUE</p>
<ul style="list-style-type: none"> Improved customer satisfaction and rating on service delivery 80% G SAT Score with continuous improvement 	<p>EXPERIENCE</p>

Omniscient & Omnipresent

Tech Mahindra SMART OFFERS

Tech Mahindra's Smart Offer platform is a Big Data Analytics based platform for generating personalized offers to customers. It combines the power of external (Social and Local data) and internal data (both structured & unstructured data) of an enterprise together with intelligent algorithms to generate right choices / offers for customers and analytics for right targeting.

Our customer 360 degree Big Data Analytics provides guided choices using customer data spread across.



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