

BUSINESS ANALYSIS CONSULTING SERVICES

Deep Validation of Your Ideas



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To stay ahead in this ever-changing landscape, every business today, wants to restructure their products and services around digital capabilities brought in by new technologies. Organizations need to introduce change to take advantage of technological advancement. They need to acquire forward thinking approaches for making sound decisions and to gain certainty throughout their business change journey.

At Tech Mahindra, we facilitate change in an organization by undertaking complete analysis of the organization, identifying needs and highlighting areas of growth, opportunity and risk. We provide a full range of Business Analysis Consulting Services to support organizations of all sizes, spanning across different industries. We provide our expertise and skills to help companies solve business inefficiencies and deliver consistent results.

Our Business Analysts use their analytical skills to delve deeper and understand business problems and opportunities in the context of the requirements and recommend solutions that enable our clients to achieve their goals.

We are passionate about bringing business value to our clients.



SAIL SMOOTHLY THROUGH TOUGH CHALLENGES

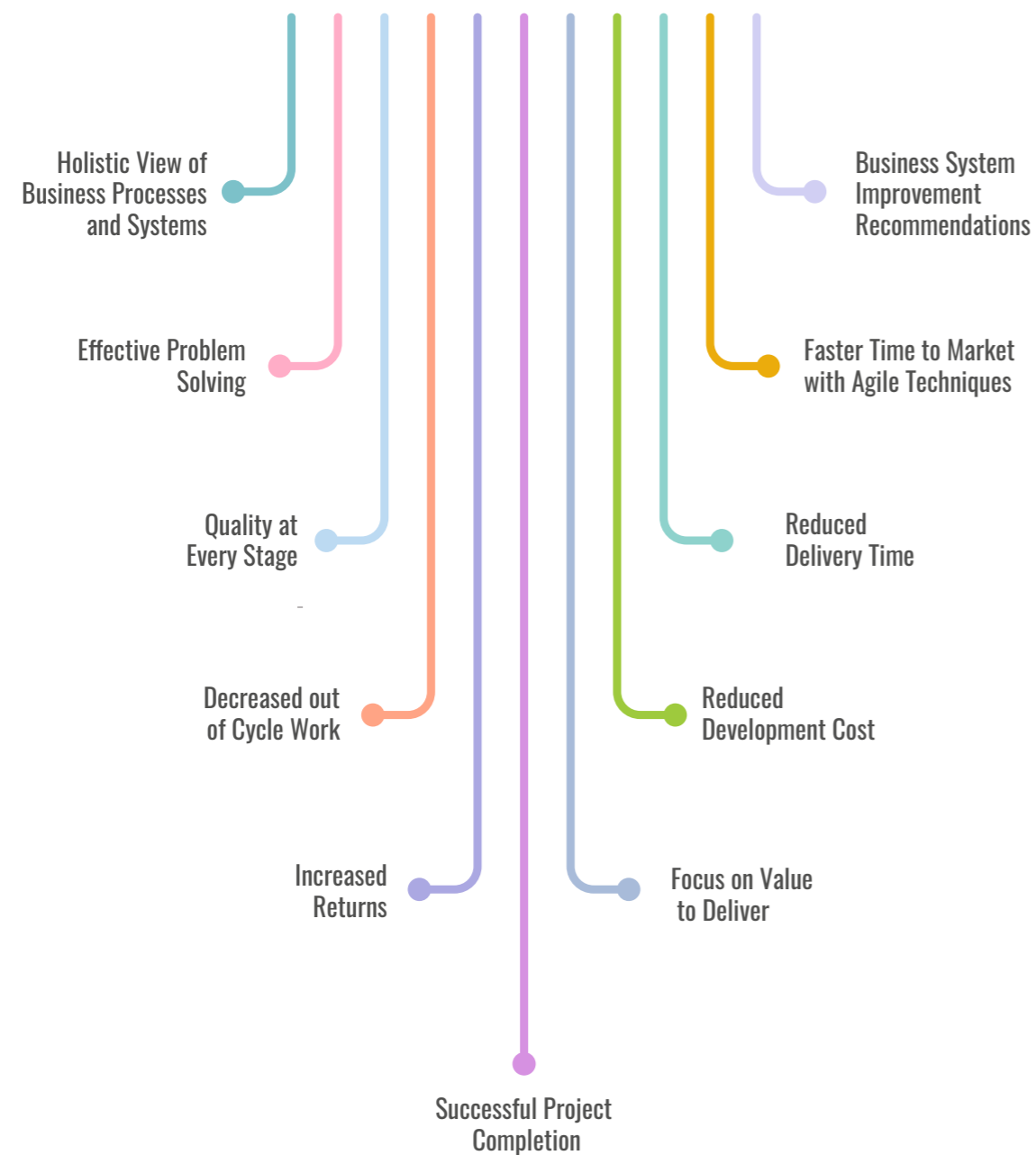
- Changing and conflicting requirements
- No ownership and decision making by stakeholders for requirement and scoping
- Ambiguous requirements
- Undocumented know how of the existing processes and systems
- Unsupportive stakeholders and conflict between different functions, line of business
- Unable to prioritize requirements to meet the business case outcome
- Changing priorities
- Higher project costs
- Emerging disrupting technologies and need for up-skilling



MAKING AN IMPACT THAT MATTERS

We Add Tremendous Value to Projects

Our Business Analysis Consulting Services provide meaningful Business Analysis to clients that don't have this skill-set in house. We help our clients deliver consistent, predictable project by capturing the requirements accurately and boosting productivity with deeper domain knowledge.



COMPREHENSIVE SERVICES

As every business is unique, our Business Analysts investigate all specifics of client's project needs and provide the best approach to meet specific business goals. We offer customized solutions that deliver value to stakeholders and meet our clients' business objectives.



Business Modeling

We identify and understand client's business needs, operating processes, rationale for change and articulate a problem statement.



Accelerators:

- Business Case
- Impact Analysis
- Process Modelling
- Use Case Diagrams

Business Process Analysis & Design

Elicit requirements and work with use case modeling, functional specification modeling and process modeling.



Accelerators:

- Focused Group Workshops
- Customer Interviews
- Value Chain Analysis
- CRUD Matrix

Competitive Analysis & Market Intelligence

We use market research techniques to inform the client on actions of competitors, market trend, market share and how to stay relevant.



Accelerators:

- SWOT Analysis
- Value Chain Analysis

Validation of Requirements

We conduct Gap Analysis and Data Analysis to determine whether business requirements are being met, if not, what steps should be taken to ensure they are met successfully



Accelerators:

- 8 Point Check Quality Assurance
- Requirement Verification and Validation
- BRS Walkthrough
- Gap Identification
- Test to Requirement Mapping

Requirements Engineering

We develop detailed business requirements specification as a blueprint of the work that needs to be done. We identify cost effective technology solutions.



Accelerators:

- ReDeM Framework
- Design Thinking
- Storyboarding
- Root Cause Analysis

Accompany Implementation

After technical implementation of the project we work with the project team on team-building, resolve new questions, update their knowledge on organizational skills to ensure project success.



Accelerators:

- Support Trainings
- Prioritization and Change Management
- Post Implementation Review
- Benefits Realisation Tracking

HOW WE MAKE THE CRITICAL DIFFERENCE

People, Process and Technology

We help you understand and solve complex business problems through people, process and technology. We use proven methods, industry-leading accelerators and deep domain knowledge to ensure that your project teams are solving the right problems and delivering the solutions that provide real business value.

Business Analysts

Our Analysts have a perfect combination of business analysis skills, domain knowledge, industry frameworks and technology for delivering solutions.


Key Tools & Techniques

Tools used in E2E Requirements Cycle


- » Process Modelling and Analysis – MS Visio, Bizagi, ARIS, Oracle BPA, etc
- » Wire framing – Balsamiq, Axure
- » Requirements Management – Rational, JIRA, MS Office
- » Collaboration – Integration online tools as applicable, Confluence
- » Knowledge Management – SharePoint

Our Approach


Our unique approach fits into any methodology.




Waterfall Methodology




Agile Methodology




Hybrid Methodology




Discover




Design



Demonstrate



Drive



Deploy

BAaaS PACKAGES

Flexible packages to suit your business

BA CENTER OF EXCELLENCE	CATALOG BASED SERVICES	TIME AND MATERIAL	BA MANAGED SERVICES
<ul style="list-style-type: none"> » Setup BA Center of Excellence » Tactical project assistance » Tool standardization » Maintenance and continuous enhancement » Transition and handover » KPI driven performance analysis » Adopt proven frameworks & best practices 	<ul style="list-style-type: none"> » Fixed price model based on BA service offerings » Less financial risk » Fixed scope-schedule cost » Well defined and agreed deliverables 	<ul style="list-style-type: none"> » BA engagement for specific time » Flexible resourcing- on demand ramp up and ramp down » Optimizing the costs and timelines » Unique model tailored to customer requirements 	<ul style="list-style-type: none"> » BA hub structured approach with end to end managed services » Flexible resourcing » Quick on-boarding of skilled BA's » Effective performance assessment based on KPI's » Seamless transition to BA managed service model
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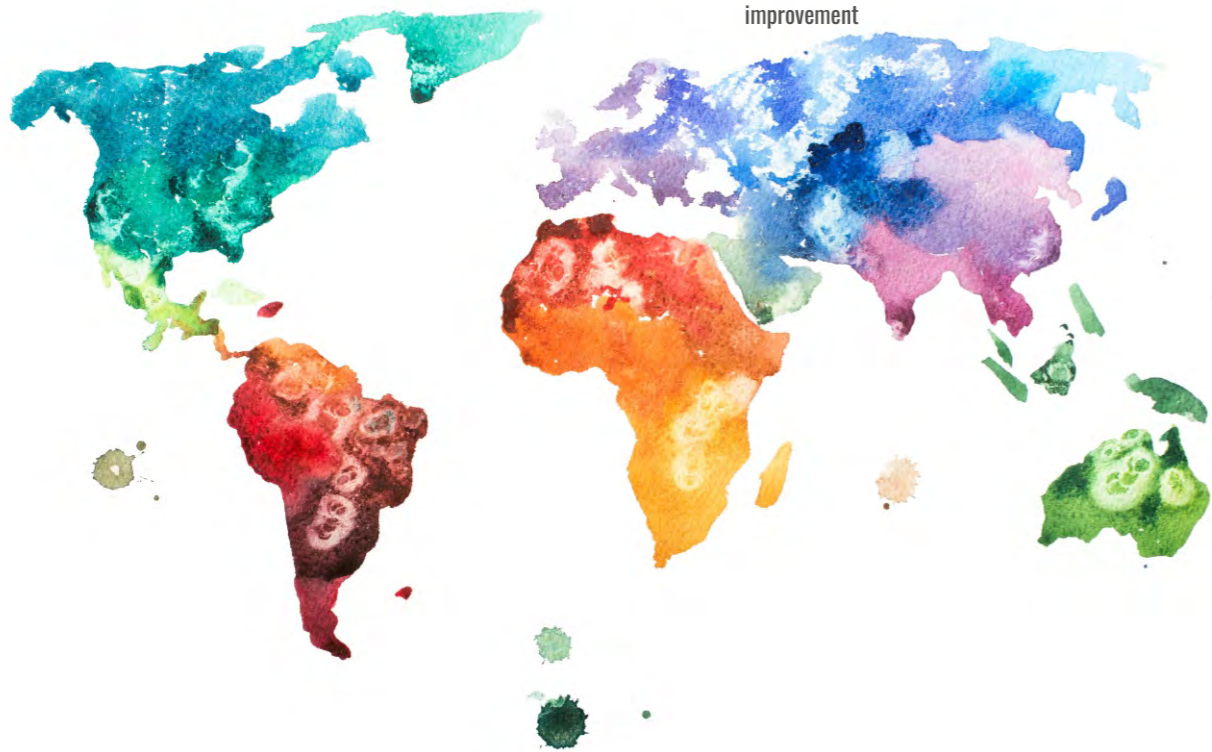
OUR PARTNERS' SUCCESS STORIES

1 Largest Bank of India

- Provided Application Development, Infra Support and Customer Support Service
- Enhanced customer experience and 40% increase in cross selling
- Workforce penetration, anytime/anywhere/any device banking

2 Largest Bank in the United States

- Implemented SIX Sigma projects in testing projects, reducing the effort to a greater extent
- 90+ programs delivered with nearly zero escalations
- Reduced the cost by decreasing onsite presence from 75% to 15%
- Customer Delight Index 4.6 /5.0 due to quality of process improvement



3 Largest British Mobile Network Operator

- 80+ projects supported with average 600+ Business requirements documented
- £3.4 Million cost avoidance due to hardware reuse
- 180+ applications and 5000+ users database migrated to Enterprise cloud resulting in £40+ m annual saving in BAU IT costs

4 Leading Telecommunications Company in Europe

- Consistent improvements and system driven enforcement of business rules and policies
- Migration from legacy applications to strategic order fulfilment platform
- Reduced ticket volumes by 20%, increased productivity
- Trained 400+ IT staff on user journeys, process

Wherever you are in your business change journey, certainty's good. Learn how our Business Analysis Consulting Services can help.



Contact us to book a no obligation, free discovery workshop.

Email: befutureready@techmahindra.com

Tech Mahindra



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