

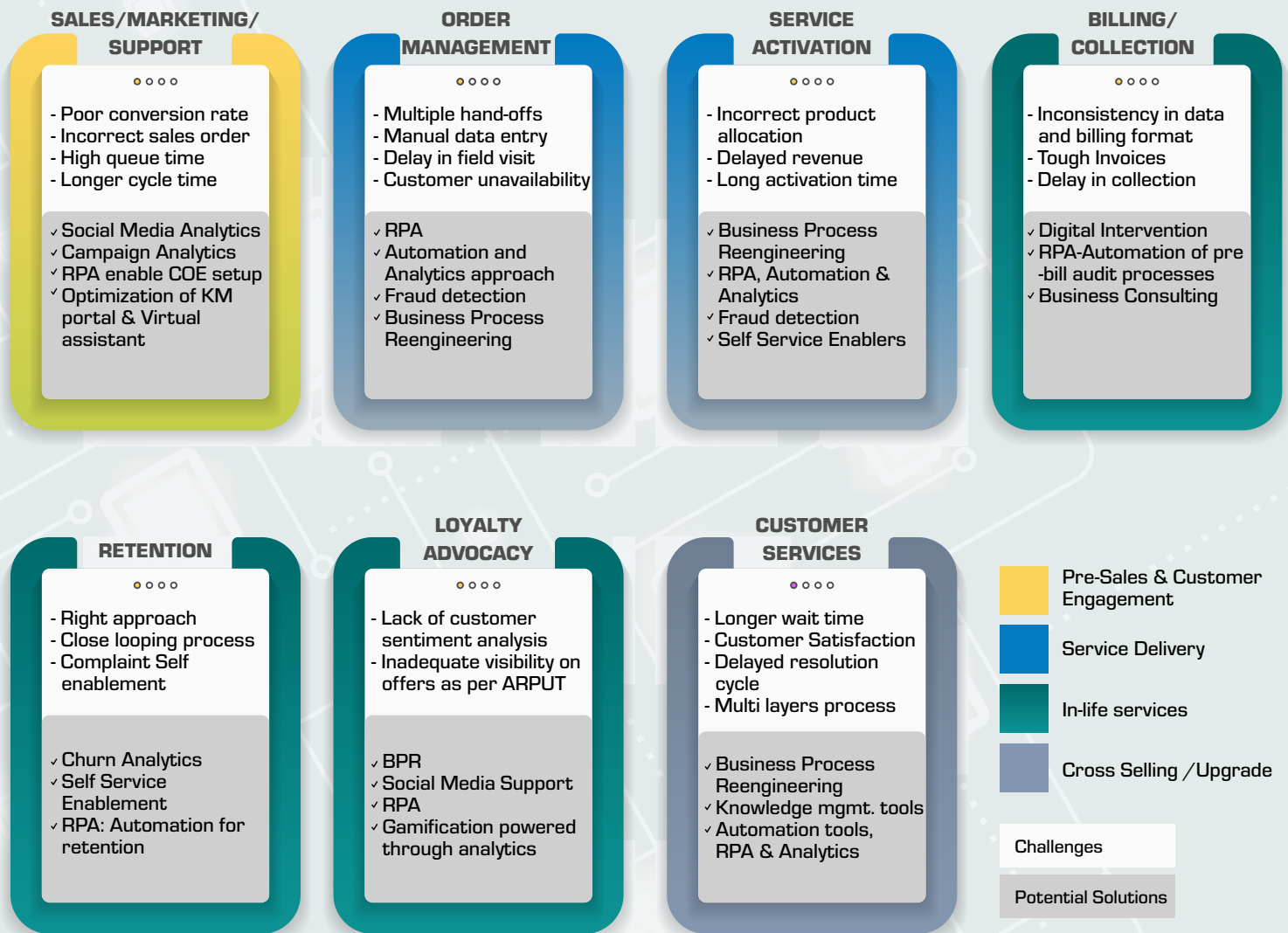
TELECOM CONSUMER TRANSFORMATION CAPABILITY

Communication Service Providers are getting sensitive to market fluctuations. All telecom giants are turning towards digitalization, automation and analytics to cope-up with the increasing customer expectations. Every player in the market wants to focus on customer experience and they understand optimized and digitalized processes are the key to succeed.

TECHM'S TELECOM EXPERTISE

Tech Mahindra Business Process Services (BPS) has a niche and proven domain expertise of over 25+ years in handling over 65+ Global Customers. We have over 22000+ FTEs across 15 countries delivering our capabilities across analytics, data science, visualization, AI and ML and data supply chain.

Telecom (Consumer) Life-Cycle & Challenges with Solutions



A platform for every need

Our solutions are deployed through our hi-tech and innovative platforms that offer advancements with flexible implementation are the embodiment of our innovation, expertise, security and efficiency. Here's our army of platforms:



Digitalizing CX with CareXa

CareXa is a customer management framework that can be deployed in a modular way across all customer interactions, from acquisition to in-life management including retention/win-back.



01 Process Improvement , Re-engineering & Advisory Services

01

02

Omni-Channel CIM Layer, Next generation digital channels - VisualIVR, Chat BOTs, Video Kiosks & Other digital channels

03

Robotics Process Automation, Cognitive Computing

04

VOC, Speech/Text Analytics & Data Analytics , Social Media Analytics

05

Bring all our experiences, best practices of serving customers for more than a decade

Why should you choose TechM BPS?

Benefits we have delivered

TIER 1 AUSTRALIAN TELCO

- Headcount increased from 40 to 1850 in 1 year to consolidate the contact centres
- 40 point improvement in NPS
- Ticket Ageing dropped from 7 to 2 days
- Chat rate/hour improved from 1.3 to 4.8

TIER 1 US TELCO

- Headcount increased from 50 to 1350 over the last 9 years to consolidate the contact centres for the service provider, handling 90% of the total volume & 100% of chat volume
- Consistent over-achievement on all KPIs inspite of large volume (250K + calls and 112K+ transactions every month)

TIER 1 UK TELCO

- Headcount reduced to 50% while customer base has doubled
- NPS up by 118% over last 2 years
- FCR up by 9% over last 2 years
- 28% volume automated while 20% volume shifted to chat
- 100K net adds through cross sell.
- 30% reduction in Goodwill credits

Benefits we can deliver**



Digital engagement improvement 8-10%



NPS Improvement 10-12 points



Reduction of complaints 6-8%



FCR Improvement 8-10%

** Indicative only basis industry standard

** Actual commitment can be done post DD

For more information, write to us at BPSMarketing@TechMahindra.com.