

Connected World.  
Connected Experiences.

**Tech  
Mahindra**  
BUSINESS PROCESS SERVICES

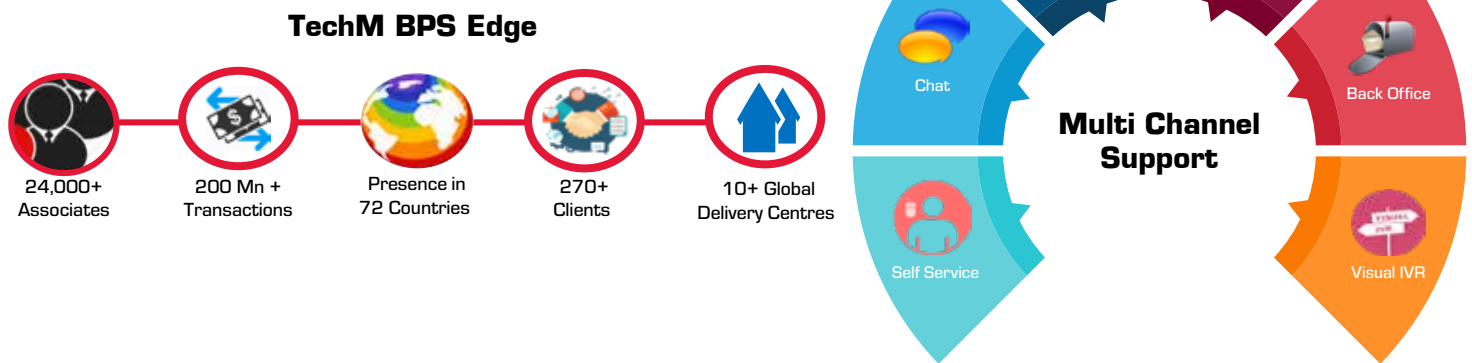


# TELECOM ENTERPRISE TRANSFORMATION CAPABILITY

Telecom enterprises all across the globe are relentlessly trying to increase the efficiency of their existing business operations. Optimized processes not only reduce the overall operational costs but also add more value to the services being offered to the end users. Leveraging digitalization, automation and analytics, TechM BPS has helping telecom enterprises to transform.



## TechM BPS Edge

We have been working closely with some of the leading telecom carriers across the globe. With a proficient team, visionary leaders and a multichannel approach, we have brought about some brilliant enterprise transformations. Here's an overview of our capabilities:








## Enterprise Telco Life-Cycle & Transformation Levers




Our result-driven association with telecoms across the globe has given us the benefit of having a 360 degree view of the entire enterprise telecom landscape. We have been able to identify the different phases and where exactly our chosen transformation levers can act upon to bring about a change.

Phase 1: Pre - Sales & Customer Engagement		
Services Offered	Pain Points	Transformation Levers
Lead Generation   Sales Mgmt.   Bid & Quote Mgmt.   Commercial Mgmt.	<ul style="list-style-type: none"> <li>• Legacy approach for customer connect</li> <li>• Manual quote capturing process</li> <li>• Tools and function misalignment</li> <li>• Non-standard customer on-boarding</li> </ul>	 System Orchestration
		 Unified Desktop
		 SMART Analytics
		 Process Stdzn.
		 Robotics




## Phase 2: Service Delivery

Services Offered	Pain Points	Transformation Levers	
Order Management   Order Fulfilment   Field Operations	<ul style="list-style-type: none"> <li>• Manual validation &amp; follow up</li> <li>• Multiple order mgmt. Platforms for products</li> <li>• SLA breaches, delivery delays due to fallout &amp; multiple touch point</li> <li>• Lack of proper self help options for technicians</li> <li>• Lack of real time service performance insights</li> </ul>		Customer Self Enablement
			Service Performance & Reporting
			SMART Analytics
			AI & Machine Learning
			Robotics

## Phase 3: Revenue Assurance & Billing

Services Offered	Pain Points	Transformation Levers	
Billing Operations	<ul style="list-style-type: none"> <li>• Duplicate inventory</li> <li>• Revenue leakage</li> <li>• Sending manual bills to customers &amp; reactive payment follow-up</li> <li>• Incorrect billing</li> </ul>		System Orchestration
			Inventory Management
			SMART Analytics

## Phase 4: Service Assurance

Services Offered	Pain Points	Transformation Levers	
Service Assurance	<ul style="list-style-type: none"> <li>• High MTTR and reactive Troubleshooting Of Known Errors</li> <li>• Multiple/Unnecessary Engineer Appointments</li> <li>• Multiple Systems For Diagnosis</li> <li>• Service Level Monitoring</li> </ul>		AI Monitoring
			SMART Analytics
			Self-Remediation

### An army of Platforms

Our expert Digital and Automation solutions are deployed through platforms that upgrade your current technological infrastructure providing unparalleled advantage over your peers/competition. These advancements with flexible implementation are the embodiment of our innovation, expertise, security and efficiency.

AI based IT and Automation platform that eliminates manual intervention processes and offers self-guided incident resolution



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Open source AI platform for AI providing a collaborative APPSTORE for business outcome driven solutions



Self learning NLP / AI / ML based Next-Gen enterprise solution that replaces self-care mobile apps and enables enterprises to provide exceptional CX

Order management and order tracking platform which is configurable, flexible, easily deployable and analytics enabled



A non-intrusive RPA platform for operations transformation, embedded with monitoring and analytics

## Why should enterprises choose TechM BPS?

### Benefits we have delivered

- 25% reduction in TAT
- KPI Improvement & Increased revenue realization
- 60% reduced revenue leakage - Improved Top & bottom line
- 60% improved productivity

- Major UK Telco

- 20 - 30% FTE reduction
- \$ 302,000 /year savings through standardization & automation
- 20% improved productivity

- Large Philippines Telco

- \$ 7.6 Mn savings through automation & analytics in Field ops
- 4.3% reduction in truckrolls & dispatch orders

- Prominent Australian Telco

- 34% fallout reduction through automation
- 20% improvement in NPS
- 30% improved operational efficiency

- US telco Giant

### Benefits we can deliver

- 20 - 30% reduction in Lead - Time (Delivery & MTTR)
- 30% Digital Shift to Non - Voice Channel
- Increase up to 40% in Cash - In - Hand
- 10 -15% Improvement of RFT
- Improved cost efficiencies by 15 - 20% and 20 - 25 points improvement on NPS score

For more information, please send us an email on

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