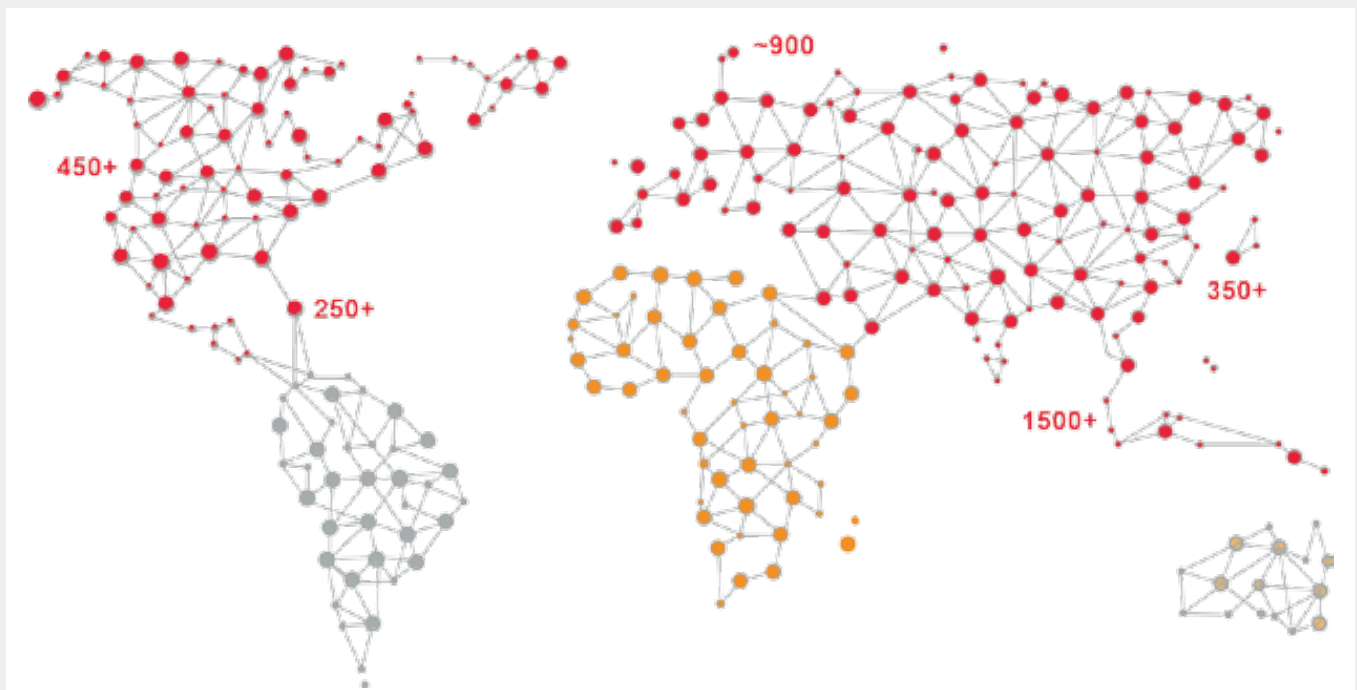


## Nxt Gen Service Desk: **Work at Home Solution**

As the impact of **COVID-19** pandemic has spread quickly around the world, affecting global markets and businesses. At Tech Mahindra, our main priority is towards the health and safety of our team members & their families. We are completely committed to our communities, our customers and partners in these challenging times.

Our Work@Home solution offers global access, leveraging TechM's global footprint and capabilities to provide cost efficient, agile and quickly executable framework during these testing times. The new norm is rapidly growing in demand for a Work@Home model in a globalized world. TechM's **Work@Home** model offers customers staffing flexibility for seasonal volume spikes, multilingual - native speaking and a differentiated workforce.

**TechM** has gone virtual with thousands of **Service Desk Analysts** deployed globally in our **Work@Home** environment, to ensure service continuity to our clients.



## Our Experiences & Learnings



### Volumes & Categories

Change in arrival patterns with spikes & trough, regional impacts. Trending with VPN, VDI, Citrix, DaaS issues. Onboarding, off-boarding, access change requests, performance and How to issues.



### User Expectations

New ways of working, connecting remotely, application performance & related expectations. Adoption to digital and access demands



### Governance

Collaboration in situation rooms & BCP with clients. Cross functional forums and extended resolver, partner, 3rd party liaison



### AS an Organization

Delivery centers became unreachable for staff hosting support infrastructure, data & telephony. Ensuring associate wellness and safety.



### Employee Satisfaction

Employee Well-Being by strengthening communication regime, Creation of virtual community, hosting online team building activities. More than 90% are feeling adapted to the new normal.

## Essentials of Work@Home Solutions



### Global Virtual Staffing & Flexibility

Geographically dispersed Staffing & Hiring model offers virtual Work@Home support in multiple languages.

Hybrid approach of Work@Home and On-Premise flexi staff to manage volumes in unpredictable times.



### Robust Management Methodology

SCORM compliant interactive, live virtual classroom style training module.

### State-of-the-art Technology

Remote access through secure PCI, HIPPA and other industry complaint VDIs.  
Remote communication suite with persistent chatrooms, performance dashboards and a centralized WAH Associate Portal for effective monitoring.

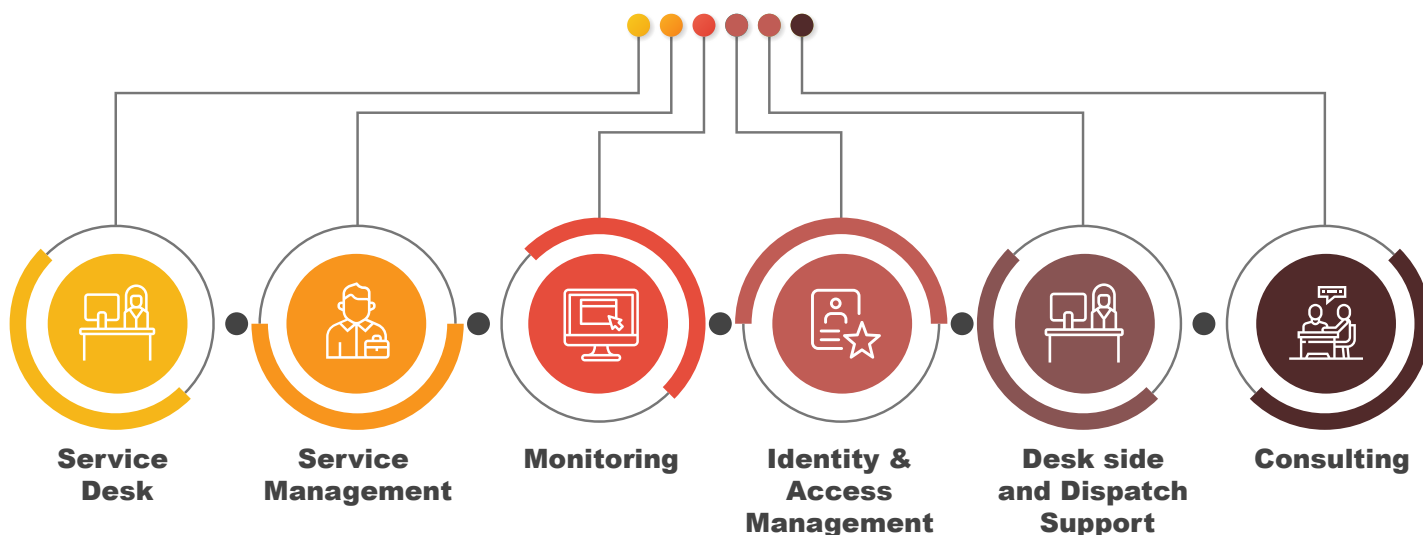
### Strong Security Solutions

Highly secure access control.  
Encrypted data communication & lockdown devices  
No data is stored locally.



## Tech Mahindra Service Desk Capability

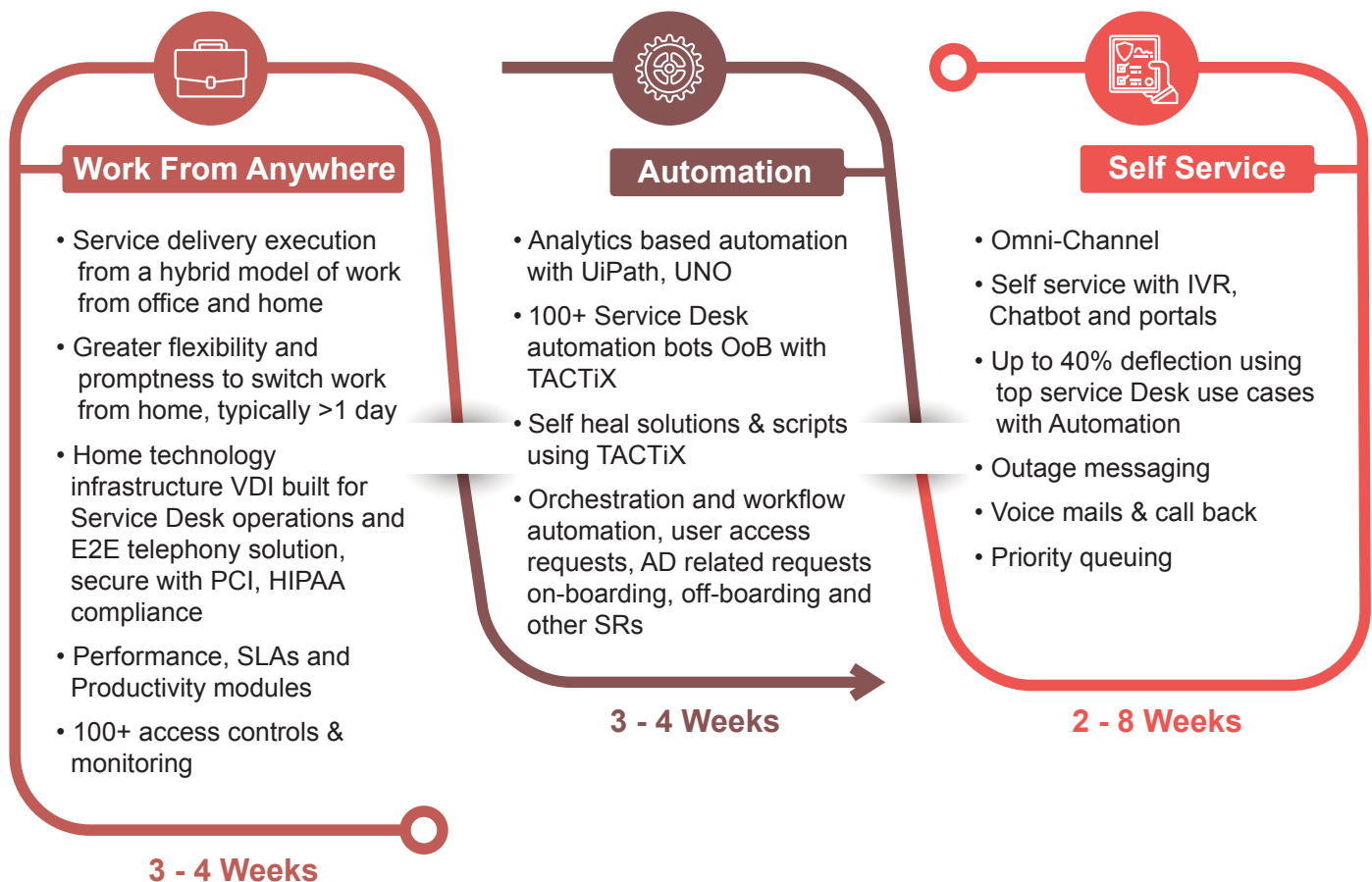
We offer Nxt Gen Service Desk solution that is transforming services and enhancing end user experience. Our service desk task force of **5000+ FTEs** is providing **Omni-channel support, operating in 15 countries in 42+ languages** offering:





## Service Desk Reimagined

The **COVID-19** crisis has made several changes to the Service Desk Segment. We have customized our solution to adapt to **Work@Home** model which has Business Continuity, Flexibility, Efficiency & Improved results at its core. It encompasses Home Recruitment, Remote performance, productivity & experience considerations, digital & self-service, security, solution flexibility & pay per use. Aligning our offerings with the new business needs, we have re-imagined our solution. We have modified our existing delivery models to adapt to Work@Home, Digitization and Automation components form a part of our base services.



## What does our customers have to say for Work@Home during Covid

"Confidence is the key to success in partnerships. I'm really glad to see how TechM is handling our services during this unique and special moment we are living. Thank you all for keeping the lights on in our Service Desk Operation, giving your best for providing the traditional support to our IBP, full of commitment, high professionalism and dedication. Good job !!"

- **Largest Chemical Manufacturer in The World.**

"Thanks you very much to all of you for the work that you have been doing over these weeks of lockdown. Your effort does not go unnoticed."

- **A Leading Provider of Process and Water Solutions.**

For more information, please write to us at [BPSServiceDesk@TechMahindra.com](mailto:BPSServiceDesk@TechMahindra.com)