

Connected World.
Connected Experiences.

**Tech
Mahindra**
BUSINESS PROCESS SERVICES



SERVICE DESK TRANSFORMATION

Getting Your Support Future Ready



TechM BPS SD - Global Footprint

Industry Agnostic Offerings

- Global Desk - Easy to Integrate for Global Support
- Digital Desk - Empowering Users and Specialized support
- NX Gen Desk - Transforming End user Experience



3,500+

Service Desk workforce
across 15 countries | 20+
Delivery Centres | 42+
Languages



50+

Global customers across
verticals and regions | 50%
of customer with more than
5 years relationship | Three
100Mn+ Service Desk
clients

Service Maturity

- Transitioned 50+ engagements with 5000+ FTEs
- 13 years + of delivery experience
- Verticalized Solutions across industry
- Industry Benchmarked Services
- Outcome based Integrated delivery model



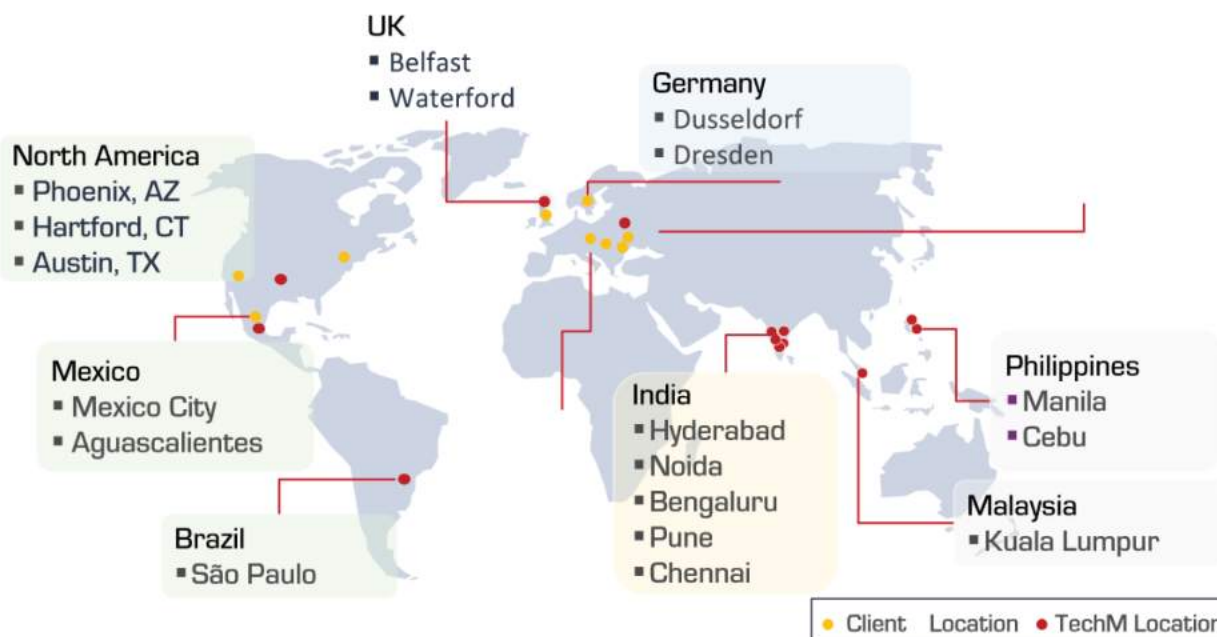
2.2 Million

Contacts - Phone, Email,
Tickets, Chats and digital
sources



Next Gen Solutions

Next Generation Platform
Services - Chatbot, Uno,
Tactix, Hubble, iSTAX,
Servicenow and Remedy

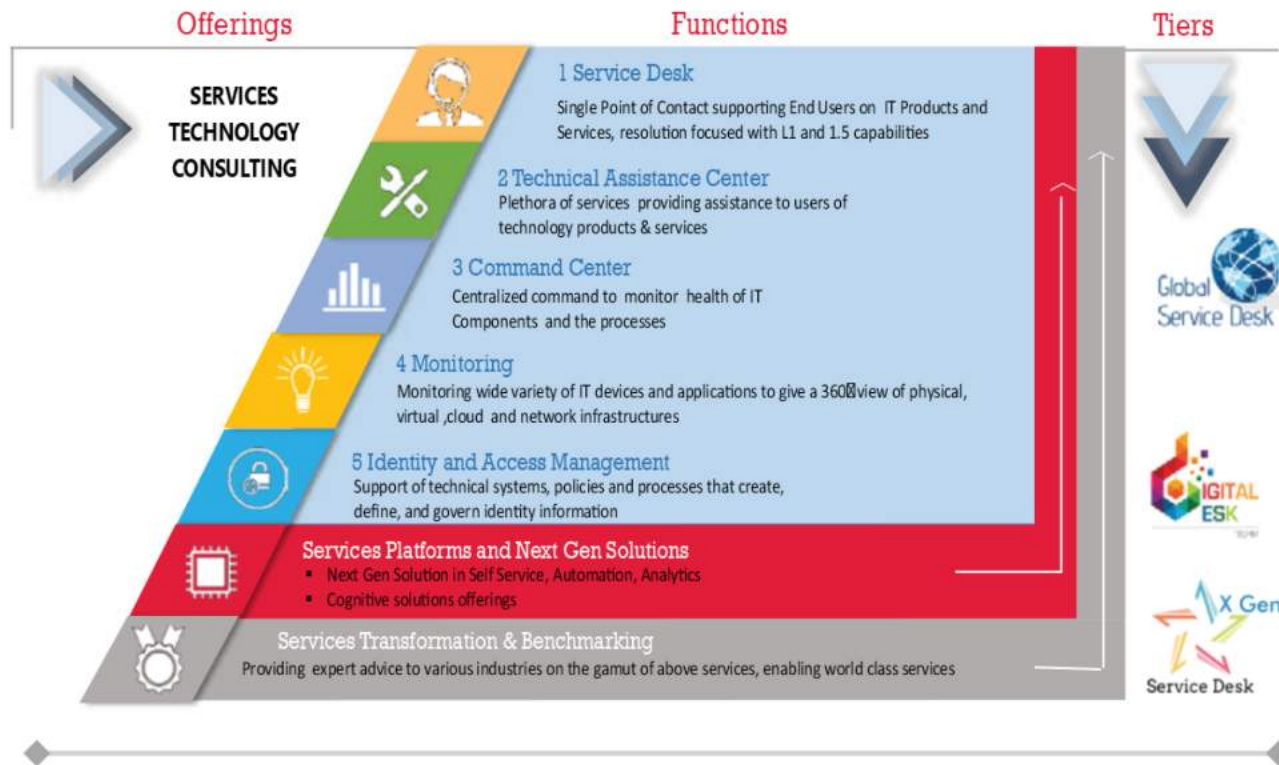


Clients :



Outcome based Service Desk Offerings

Our service desk solutions are result driven and focus on delivering on the pre-decided parameters repeatedly. This is precisely why we offer our clients an outcome based pricing model. This not only builds trust but also showcases the confidence that we have in our solutions.

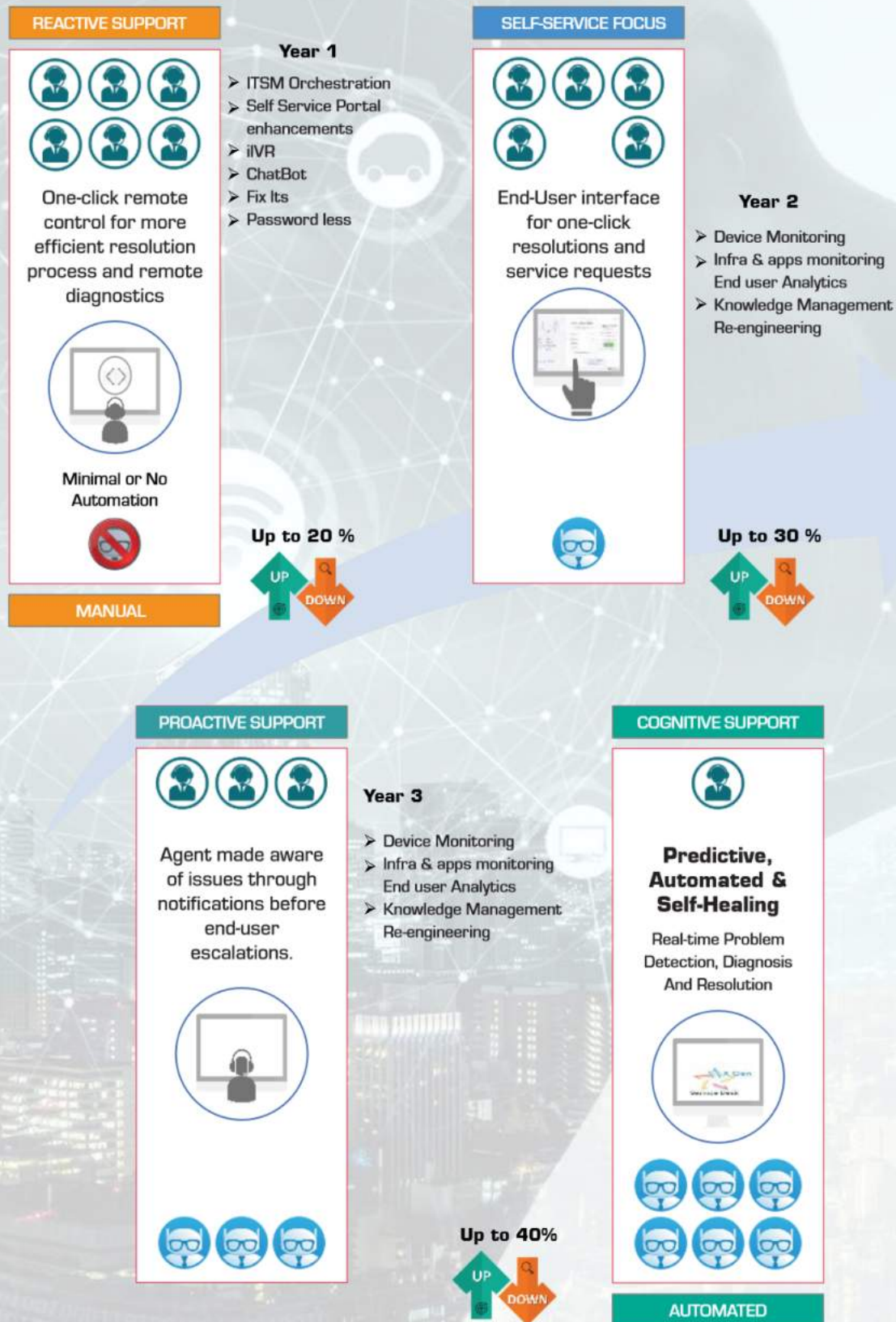


Key Differentiators and Value enablers

- Integrated Delivery Model to ensure "First Time Right" and "Continual Service Improvement"
- SDI Certified with "best in the industry" score of 3.78 out of 4
- 10+ Global Service desks engagements in Europe
- Flexibility to adapt to changing industry innovations
- Correlation and Predictive analytics capabilities enabling better work place efficiencies
- Outcome based pricing models
- Proven Self Heal and self help for customer empowered experience
- Global support/presence (8 centres in Europe)
- Ever-increasing Request Automation Shift-Left focus

Getting Ready for the Future - NexGen Service Desk

While traditional service desk solutions depend on manual inputs, our NexGen Solutions leverage automation for a process that is predictive and cognitive. Here's how an overview of an ideal journey towards automation:



NEARSHORE - BUDAPEST, HUNGARY



Centers (03)

CityZen (1)
Capital Square (2)



Total Seating

400+



Languages: French, German, Italian, Greek, Italian, Swedish, Spanish, Russian and Portuguese

The 3 state-of-the-art centres in Budapest offer a total usable area of 21000+ SFT. The premises include the working floors and other facilities like Cafeteria, Conference rooms, Meeting Rooms and Training Rooms.

Advantages:

- Comfort of the service being delivered entirely from EU
- TechM currently delivers for 2 Pharma customers out of Budapest.
- Flexibility on demand management.
- Language Skills availability.
- ISMS & ISO27001 Security Procedures: periodic Internal and External Quality Audits
- ODC Entry/Exit & Hub Room access control enabled with CCTV monitoring



FACILITY AT CAPITAL SQUARE - 2ND FLOOR

Locations Features:

• Total Area	372.07 SQM .
• Workstations	43
• Meeting Rooms	2
• Manager Cabins	1
• Server Room	1



FACILITY AT CAPITAL SQUARE - 7TH FLOOR

Locations Features:

• Total Area	289.72 SQM.
• Workstations	31
• Meeting Rooms	2
• Manager Cabins	1
• Server Room	1



FACILITY AT CITIZEN BUILDING - 5TH FLOOR

Locations Features:

• Total Area	1451 SQM.
• Workstations	150
• Meeting Rooms	2
• Manager Cabins	2
• Server Room	4



LEIPZIG, GERMANY



Total FTEs
85+
Plans to reach 500+
in next 2-3 years



Center (1)t
Grimmaische
Str.13-15

This facility was inaugurated in October 2018. It is located in the heart of the city and is currently serving one of the largest and well known German companies

Advantages:

- Located very close to the University, giving us an easy access to a multi-national diversified pool of 29,500 students
- High availability of German speakers forming a workforce of 250K
- Well connected to all forms of public transport - Trams, Local Trains and Buses
- Low cost labour and low cost infrastructure

2nd Floor:
3 workstations

3rd Floor:
34 workstations



DRESDEN, GERMANY



Total FTEs
140+



Center (1)
Washington Str;
16/ 16A

This facility was started in April 2019 after Tech Mahindra took over its offices from the H&D International Group.

Advantages:

- This facility gives us access to a talent pool from 9 universities including TU Dresden
- Most of the members of the Silicon Saxony e. V. - one of the largest microelectronics and IT clusters in Germany and Europe are located in Dresden
- It is located near the highway and hence easily accessible by public transport

Facility Details:

1st Floor:
50 workstations

3rd Floor:
100 workstations

