Tech
Mahindra
BUSINESS PROCESS SERVICES

TechM BPS Change Management Practice

The business environment is constantly in motion: clients demand better service, competitors introduce new products, and governments design new compliance rules. Constant changes in regular operations are crucial to stay relevant and to stay on top. These changes need to be managed effectively and efficiently in the form of programs or projects.

Tech Mahindra BPS for Change advises and supports organizations in the set-up, professionalization and management of their projects, programs and entire project portfolios. Our knowledge and experience with methodologies such as IPMA, PMBOK, Prince2, MoP, ACM-CMI, and P3O provide merely as a basis for a customized, pragmatic approach, tailored to our client's needs. We have experience in various industries, such as healthcare, utilities, telecommunications and financial services.

TechM BPS: Partner of Choice

TechM BPS Change Management practice, is a process organizations put into place to help them become agile and responsive to fast moving competitive and disruptive markets. It is used to deploy change management across the entire organization and our approach consists of:

- Base common denominator language being used consistently across the organization
- Standardized process and optimized tools to be applied across projects
- Change leading capabilities and thought leadership, which can be applied at all levels of the organization
- Organizational attitude that funds the effective implementation

TechM BPS proprietary mASTER FRAMEWORK ensures the returns management process is transitioned in 6 to 8 weeks. We provide several decades of process management expertise to identify cost take out opportunities.
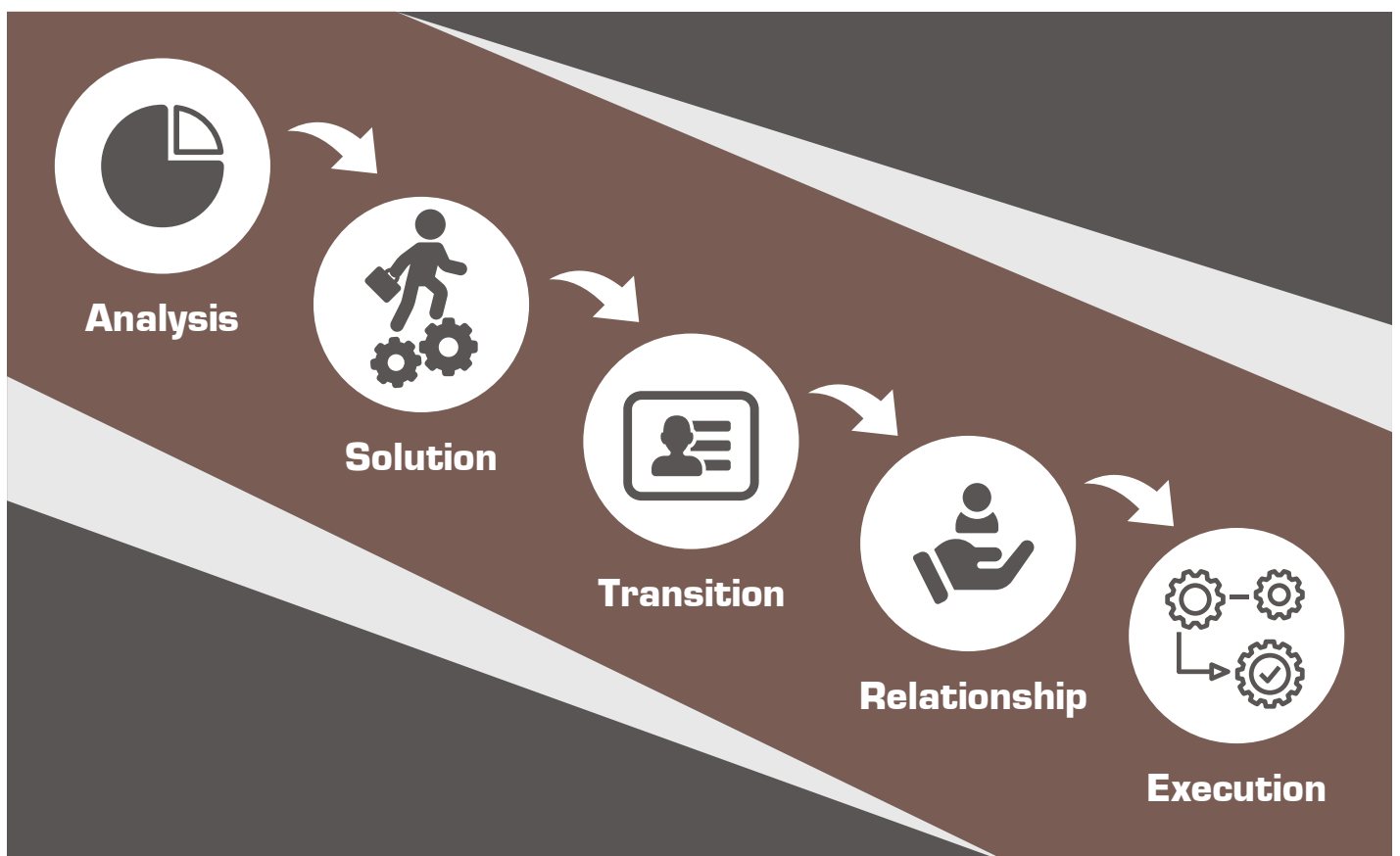
Maturity of Change Management

The successful introduction of change management requires a level of maturity, which can be determined by various business process attributes. To tackle this problem, TechM BPS has developed a Change Management Maturity Model, with five levels, as shown in the graphic below, to help any organization:

Technical Stage
Change is seen as a technical process where people will comply with the requirements of the change.

Rudimentary Stage
Project implementation contains little change management beyond basic communication & training support.

Tactical Stage
Change Management is applied inconsistently across projects.

Organizational Stage
Change Management has been tailored to align to other organizational processes. It is applied consistently on all major projects.

Institutional Stage
Executive Sponsors manage the overall changes Capacity of the organization.

**The following three factors help us segregate our customers based on three factors:**
- It helps us assess the client's current maturity level
- It helps us to determine the gap towards being able to support change management and showcases prospective pitfalls
- It helps us build a development roadmap for a more agile client organization

How Does Change Management Work?

Organizational agility is a must for businesses to flourish, in the absence of agility they can suffer from problems such as:

- Competitors that evolve faster will dominate
- Decline in organizational performance
- Repulsion to change makes it difficult to plan for change and execute
- Engagement of employees wanes below the requisite levels
- Change fatigue becomes standard and business cannot perform at an optimum level
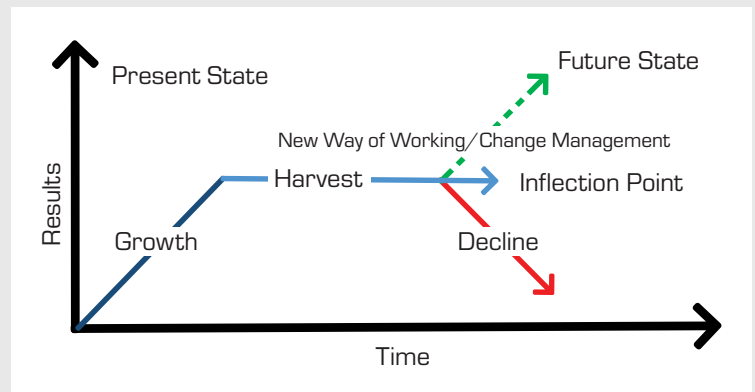
Change management helps organizations build the entire change management competency and build an ecosystem that sponsors and makes sure that it is effective on all change projects.

TechM BPS' change management practice considers that if an organization is to turn into an agile one, it has to be able to transition successfully throughout the organization – instead of going into decline and it should be able to deliver change at the quantity, velocity, and precision required.

Benefits that TechM BPS Brings to the Table

- Realign resources out of eroding functions such as care line and redeploy in revenue-generating functions of order line
- Measure the overall impact of the projects and unlocking various synergies aligned with the project
- Reduce possibility of unsuccessful change
- Significant reduction in turn-around time

About Tech Mahindra Business Process Services

Tech Mahindra Business Process Services is the BPO or BPM arm of Tech Mahindra – a USD 4.6 billion company with 117,200+ professionals across 90 countries, helping over 885 global customers

including fortune 500 companies. Tech Mahindra is amongst the Forbes list of Fab 50 companies in Asia 2016 list & in India's Top 50 Super Companies of 2016.

Entering a new era of transformations, Tech Mahindra Business Process Services has re-focussed energies towards 'Creating memorable digital experiences everyday' for customers.

We are part of the USD 19 billion Mahindra Group that employs more than 200,000 people across 100 countries. The Mahindra Group operates in key industries that drive economic growth, enjoying a leadership

position in tractors, utility vehicles, information technology, financial services and vacation ownership.

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