

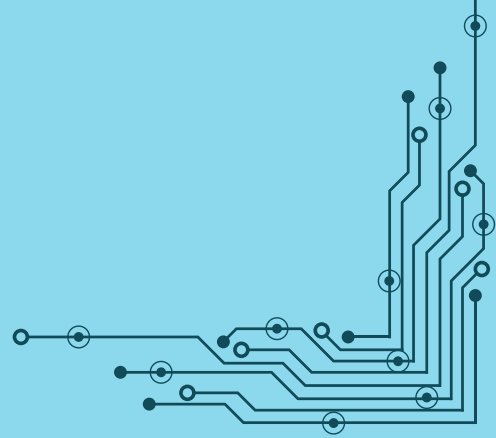
Connected World.
Connected Experiences.

**Tech
Mahindra**
BUSINESS PROCESS SERVICES

AGILE DIGITAL LIGHT-OUT UTILITY

Transforming Contact Centers of Utility and
Energy Companies for Seamless Customer Experiences

Utility companies are often seen as digital dinosaurs, trying to grapple with the new trends, innovation, and digital competency. Traditional revenue streams of the Utilities industry are under pressure. World-wide customers are demanding for renewable and sustainable products and services. Regulatory reforms are underway. Digital technologies and insights from data promise exciting opportunities ahead for the Utilities industry.



Tech Mahindra Business Process Services (BPS) focuses on Business Process as a Service (BPaaS) and BPO services across various industries. Our approach goes beyond cost reduction to process optimization and ownership through automation and productivity improvements.

The TechM BPS Offering

No two businesses are alike and the scope of any business transformation initiative can vary. Before you take the leap, it is important that you understand every aspect that will be affected by this transformation, right from customer behavior to the technical complexity and the commercial impact. Only professional consultants can point out the right opportunities, the common pitfalls, and the most crucial aspects you need to watch out for.

Our approach towards consulting is simple help businesses run faster, better, and cost effectively. Our expert consultants focus on making businesses future ready, by analyzing a wide spectrum of people, processes, technology and frameworks.

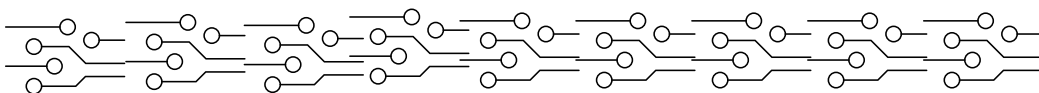
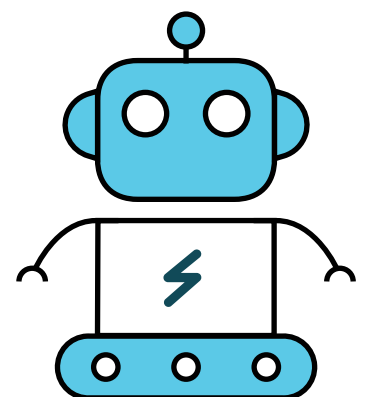
Why TechMBPS?

- 24000+ FTE in Telecom Utilities supporting 65+ global customers
- 16+ Years experience in Energy and Utilities with 50+ customers
- Industry recognition from IDC, HFS, Avasant, Nelson Hall
- Best shore proven delivery footprint in US, Canada, Latam, Manila
- Optimized and Agile processes with significant reduction in cost to serve
- Delivered Multi Million\$ in savings using cross industry best practices
- Improved customer loyalty, brand stickiness and newer Revenue Uplift
- Improved process health and regulatory compliance
- Predictive analytics led data insights
- Digital led design culture driving exceptional customer experience



Our Approach

- CX Advisory and Consulting
- Digital and Omnichannel Transformation
- CX and Marketing Analytics
- Process Assessment, Investigation, Mining and Re-engineering
- Assess Heat Maps, Personas, Customer Sentiments and Digital Customer Journeys
- Root Cause Analysis, Plug leakages and silos in M2C Value Chain
- Business Assessment, Analytics and Automation
- Technology led Feasibility Analysis and Digital Maturity roadmap
- Digital Target Operating Model and Best shore Deployment



Core Services in the Energy and Utilities Sector



Customer Services

- Customer enrolment and Onboarding
- Service order support
- Renewals and Reinstatement



Payment Management Services

- Debt Collections
- Delinquency Management
- Payment Reminders and Direct Debit



Billing Management Services

- Billing and Invoicing
- High Bill and Unbilled exceptions
- Billing enquiries and resolution



Account Management Services

- Account Service Requests
- Online account support
- Dispute resolution and Hardships



Meter Management Services

- Meter Reading and Exceptions
- Meter Exchange, Validation, Settlement
- Smart Meter helpdesk and Data Analytics



Specialized Services

- Outage Management
- Move In/Move Out
- Field Support Services



Tariff Related Support Services

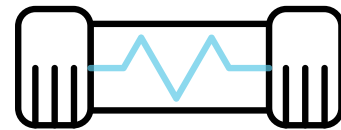
- Tariff Enquiry
- Tariff Change Request
- Customized Tariff Creation



Other Services

- Upsell and Cross Sell
- Affinity Loyalty Programs
- Regulatory Compliance Support

Our Platforms



Omni Channel Framework - CareXa

- CareXa is the customer management framework developed for improving customer experience in the digital world
- CareXa will help enterprises navigate today's increasingly digital landscape to increase revenue and ARPU, reduce operating expenses (OPEX) and churn, and increase brand advocacy
- The speciality of CareXa is that it helps simplify heterogeneous customer experience environment and helps focus on outcome-driven transformation

Robotic Process Automation Platform - UNO

- UNO is a robotic process automation solution which helps manage operations effectively and efficiently in back and front office operations, thereby improving average handling time and customer experience
- Typically in Robotic Process Automation, repeatable tasks and rule-based tasks can be automated by mimicking the actions of humans
- UNO RPA robots are deployed on typical robotic jobs that are manual, repetitive, data & time-intensive, but based on business rules

Chatbot Solution - Entellio

- Entellio is a machine learning /AI based Conversation as a Platform, which enables enterprises to provide superlative experience to their customers
- With a chatbot, customers can enjoy an always-on connection to businesses and access their account any time
- Simple customer service inquiries like energy usage updates and appointment scheduling can all be handled through Chatbots
- Chatbots can help deliver critical information during storms and power outages to keep customers safe and informed

TechM BPS Value Add



Improve Customer Engagement

Increase Net Promoter Score (NPS) by 10 points by enhancing customer experience, providing the right service to customers with increased customer insights



Domain Specific Consulting Services

Our functional practice has industry experts in Energy and Utilities area to drive business process management



Revenue & Margin

Our best practice increases opportunity to acquire new customers, cross-sell, up-sell and retain more customers profitably by 10% - 15%



Growth of Non-voice Interactions

Increase digital adoption amongst customers, improve satisfaction, and reduce costs by 25% - 30% via Social, Chat and Bots



Reduce Cost and Time to Market

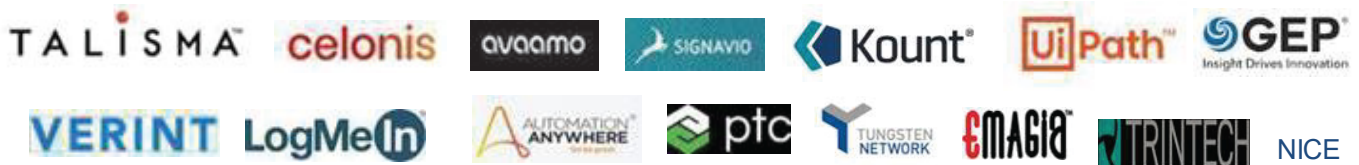
Lower operating costs by 25% - 30% and provide end-to-end customer management services including people, processes and technology



Improve Key Performance Indicators

Improve Key Performance Indicators (KPIs), such as First Call Resolution (FCR) by 10%, Average Handling Time (AHT) by 15% and Abandoned Call Rate by 10%

Partner Ecosystem



Utility Experience

OGE, Next Era, Alliant, AES corp, UK Power networks, GE Energy, Clark County water reclamation, Southern Water, Thames Water, SUEZ, Iberdrola, United Water

About Tech Mahindra

Tech Mahindra represents the connected world, offering innovative and customer-centric information technology experiences, enabling Enterprises, Associates and the Society to Rise™. We are a USD 4.9 billion company with 131,500+ professionals across 90 countries, helping 946 global customers including Fortune 500 companies. Our convergent, digital, design experiences, innovation platforms and reusable assets connect across a number of technologies to deliver tangible business value and experiences to our stakeholders. Tech Mahindra is the highest ranked Non-U.S. company in the Forbes Global Digital 100 list (2018) and in the Forbes Fab 50 companies in Asia (2018).

Connect with us

Visit us at <http://bps.techmahindra.com> or write to bpsmarketing@techmahindra.com