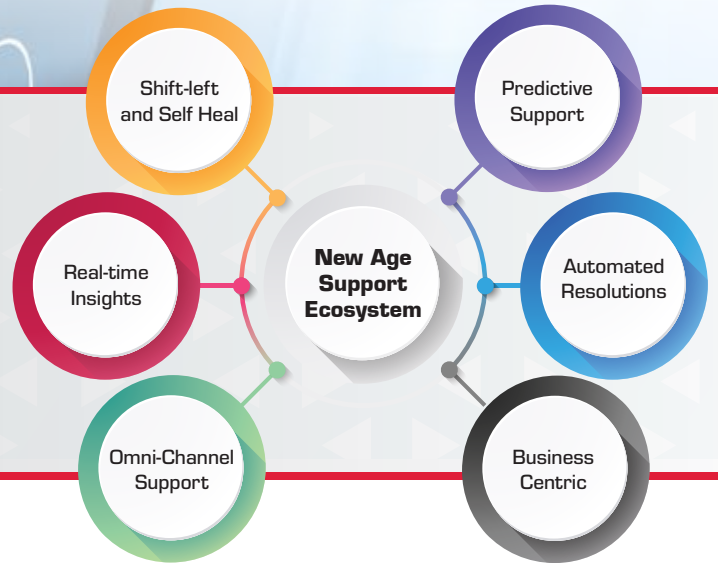


DIGITAL TAC - NXT GEN CX AIDED BY AI, AUTOMATION AND ANALYTICS

Tech Mahindra's Nxt Gen TAC (Technical Assistance Centre) solutions offer an advanced Support Ecosystem that brings in efficiency along with customer loyalty. Our advanced execution models are adept to meet evolving client expectations - Personalization, Customer Centric, One Time Contact, and Customer History.

DIGITAL TAC MODEL

New Age models rely on modern day solution trends like AI, Machine Learning, Analytics and digitalization, thus, making the whole support channel more robust and reliable.



TECH MAHINDRA TAC APPROACH

Our Tech Mahindra's solutions are built with customers at the centre. Customer Centricity is in our DNA which is reflected in our services and the CX that we deliver, consistently.

Tech Mahindra TAC brings a combination of Humans + AI

Smarter & More Efficient

Enhanced Experience

Proactive & Predictive

Loyalty & Value

CORE SERVICES LAYOUT



TAC

- L1-L3 technical support
- Product life cycle support
- Software and SaaS Support
- Multilingual



Technology

- Omni Channel Support
- Premium Tech Support
- Knowledge Management
- Operations Analytics
- AI and Automation



Customer CARE

- Contract and License Administration
- Order Management
- Entitlement
- RAM & Logistics Support



Advance Services

- Resident engineer and Onsite support
- Service revenue management
- Installation / Commissioning
- Educational Services
- Sustenance

For more information, please send us an email at:

SN00655687@TechMahindra.com