

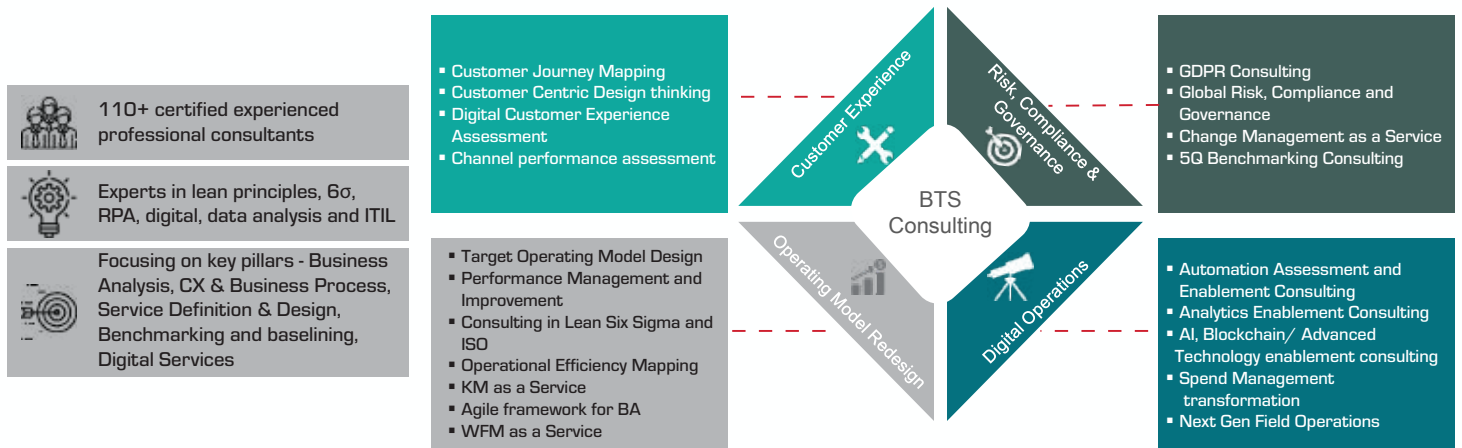


Business Transformation Service
Transformation through talent and technology

TRANSFORMING BUSINESSES WITH PROFESSIONAL CONSULTATION

The biggest challenge for organizations these days is not choosing the right solution. This is the second step in the ever-ongoing race for transformation. The most crucial and the primary aspect is to identify the need and the extent of disruption required by a business. This is precisely why, TechM BPS has a team of professional consultants that brings about Total Business Transformation with the right suggestions, analysis and solutions.

TechM BTS Consulting Capability & Offerings

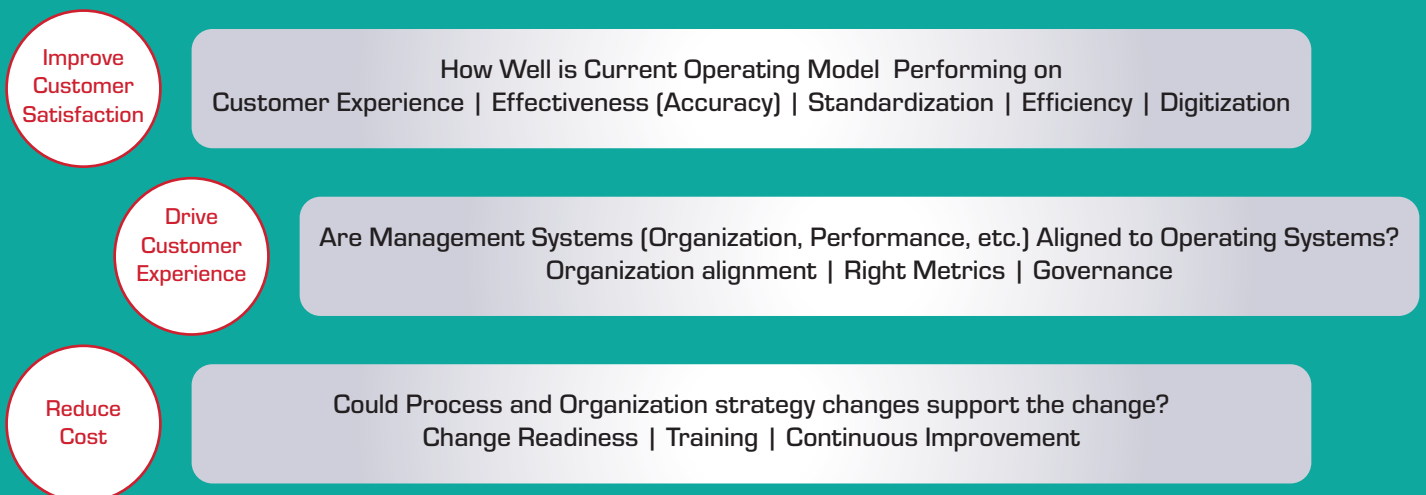


TRANSFORMING CX WITH BTS CONSULTING

Customer Experience (CX) is one of the key differentiators for brands in the market. Businesses are looking for more robust operational models that can optimize the existing processes, maximize the output and deliver high customer satisfaction while being cost-efficient. The BTS Consulting offers customized Next Gen CX Transformation solutions capable of creating a distinguished and reliable image for your brand. Here' how we do it:

Key Objectives of our Consulting Approach

Key Objectives



Business CTQ Impacted

Enhance Customer Exp through improved IT & Digitisation Initiatives

Proactive Customer Interaction and Order Management

Consistent Customer Experience through all channels by collaborating with all Teams.

Improve Query Resolution and Management Processes

OUR TRANSFORMATION ROADMAP

The BTS team follows a highly streamlined and structured process that allows us to offer total transformation on-board. The journey begins with an exhaustive mapping and analysis of the existing processes. The insights obtained play a crucial role in identifying the areas in need of improvement and the solutions that need to be deployed. Here's a broad overview of our transformation roadmap:

	Business Process Management	Continuous Improvement	Transformation
BEST PRACTICE DEPLOYMENT	Governance & C-Sat Value Stream Mapping Process Complexity Analysis Improvement Opp. Assessment Lead Indicators, EWS Floor Policies, Visual Mgmt. Metrics Benchmarking	Operations Benchmarking Business Value Meter	Robotics Process Automation Point Solution Deployment Customer Journey Redesigning
CUSTOMIZED SOLUTION	Redefining Target Operating Model BPR for NVA Reduction	Lean Six Sigma Learning and Training transformation Change management and Governance Knowledge Management	Business Analytics Functional Consolidation Process mining and intelligence AI enabled solution Analytic enabled solution
IT ENABLED SOLUTION	Real Time Dashboards	Process Management Tools Digitization (GO GREEN)	Omni Channel Platform / Channel Integration

● Low Benefits

● High Benefits

Business Value delivered to our Customers

UK Based Telco Giant

- Process improvement of up to 70% to tackle productivity and efficiency losses
- RPA implementation with a scope of >70% to automate manual task and optimize man power usage Data analysis and process mapping to tackle data inconsistencies and revenue leakage

New Zealand Based Telco Giant

- 5 to 7.5 MN NZD top line growth
- 80+ FTE saving
- Bill platforms cost reduction
- Enhanced CX and ARPU
- Improved margins and financial accuracy

Largest African Banking Group

- USD 20+ Mn sustainable savings
- 450 FTE reductions by 2019-2020
- 23+ deployed RPA solutions

Consulting for American Heart Assc.

Key recommendations given:

- Work flow automation for requests and complaints
- Implementing Omni-channel framework
- Data base consolidation for flagging top donors and training centres

Consulting for Canadian Telco

- Targeted achievement of approx 15% of overall AHT savings
- Impacted 7000+ as scope across multiple functions
- RPA CoE set up to deliver in Agile approach
- Outcomes based financial models

Leading Wholesale Australian Telco

- 32% reduction in Operating Cost
- Improved Turn-around time & customer experience

Key benefits we can deliver

Reduced Cost

Increased Revenue

Minimized Risk

Enhanced CSAT

For more information, please send us an email at: BPSBTS@TechMahindra.com