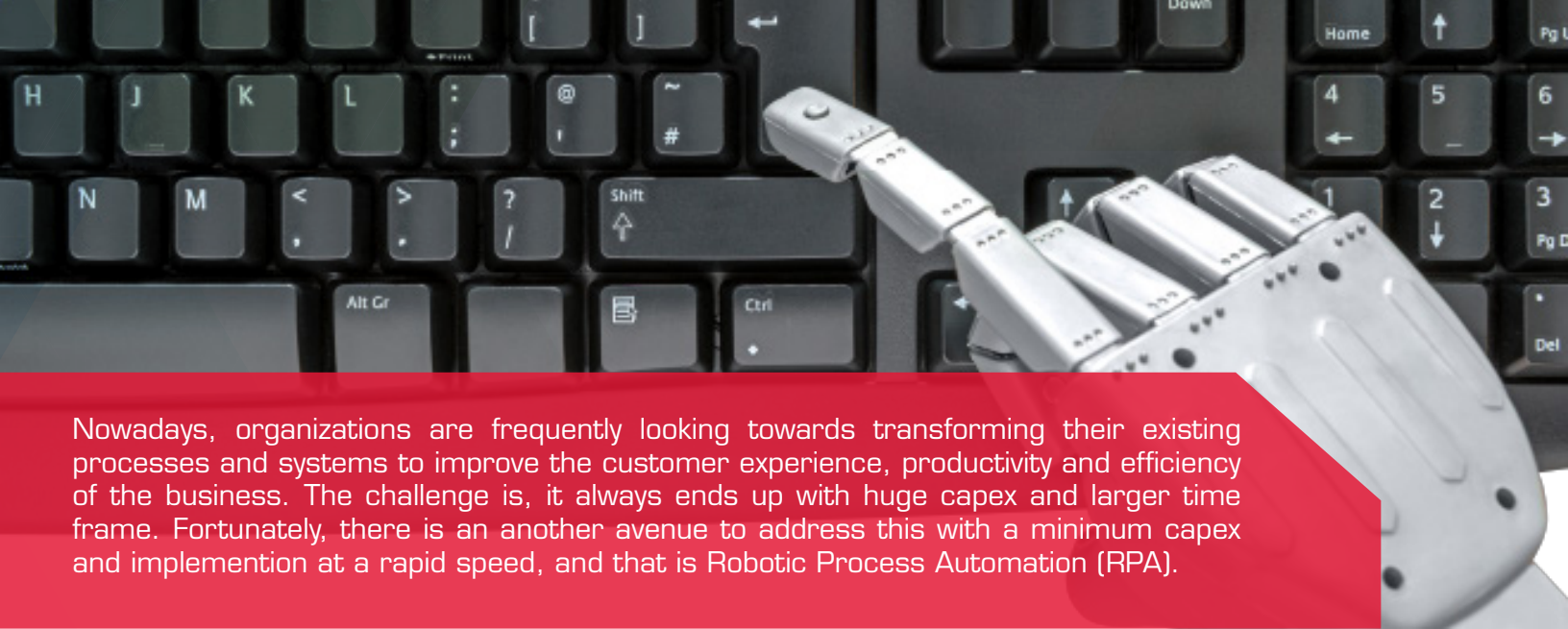




ROBOTIC PROCESS AUTOMATION

Making Operational Transformation faster and cheaper



Nowadays, organizations are frequently looking towards transforming their existing processes and systems to improve the customer experience, productivity and efficiency of the business. The challenge is, it always ends up with huge capex and larger time frame. Fortunately, there is an another avenue to address this with a minimum capex and implementation at a rapid speed, and that is Robotic Process Automation (RPA).

What is RPA?

RPA is all about deploying software robots, which mimic human actions, in processes with precision & reliability that exceeds human capability. These robots are deployed on typical “robotic” jobs that are manual, repetitive, data & time-intensive, but based on the business rules. They can be looked at as a “virtual”, “24*7”, “multi-skilled”, “secure” & “on demand” workforce that is governed by IT but run by operations.

Our Approach

In any typical operations, at least 80% of it is general rule based and most of it are manual which is the key reason for all delays, errors, inefficiencies and poor customer experience. Our approach is to automate these manual intensive process with RPA efficiently.

TechM’s philosophy is to, let humans do what they are good at: Think, Create & Innovate; let the machines do what they are good at: Execute processes in a much more industrialized fashion.

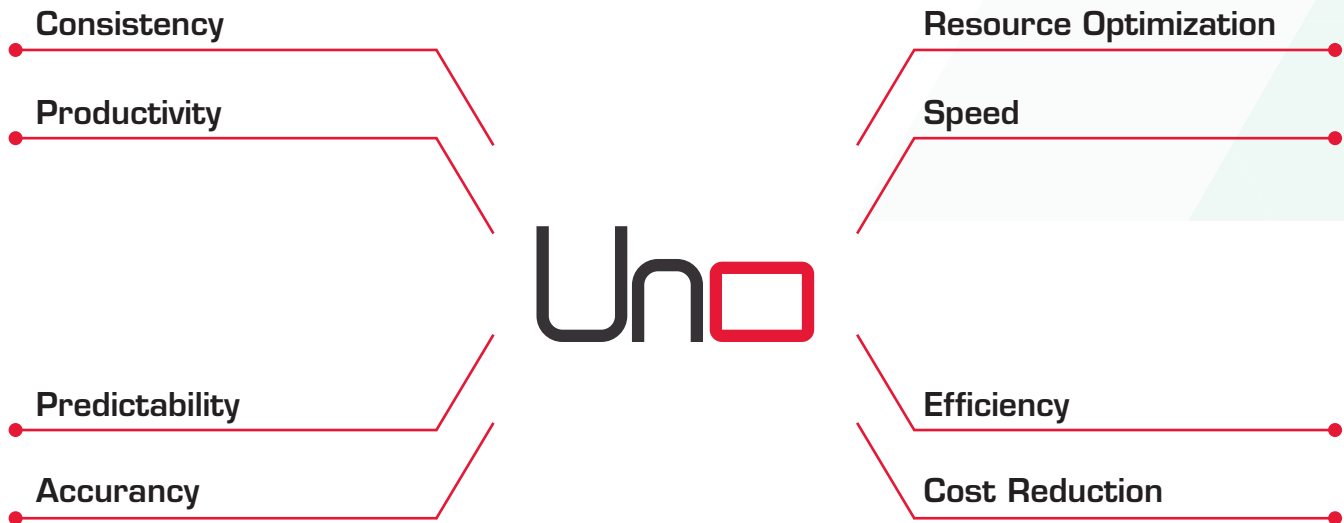
UNO

TechM offers UNO as its RPA solution. UNO has two variants UNO-P and UNO-R. UNO-P is our premium offering, which is supported by globally leading RPA tools Blueprism, UiPath and Automation Anywhere and UNO-R is our regular RPA offering which is TechM’s in-house solution. Tech Mahindra has embarked upon robotics CoE led automation in its internal processes, leading to creation of 200+ automation owners in Internal and Client project automation.

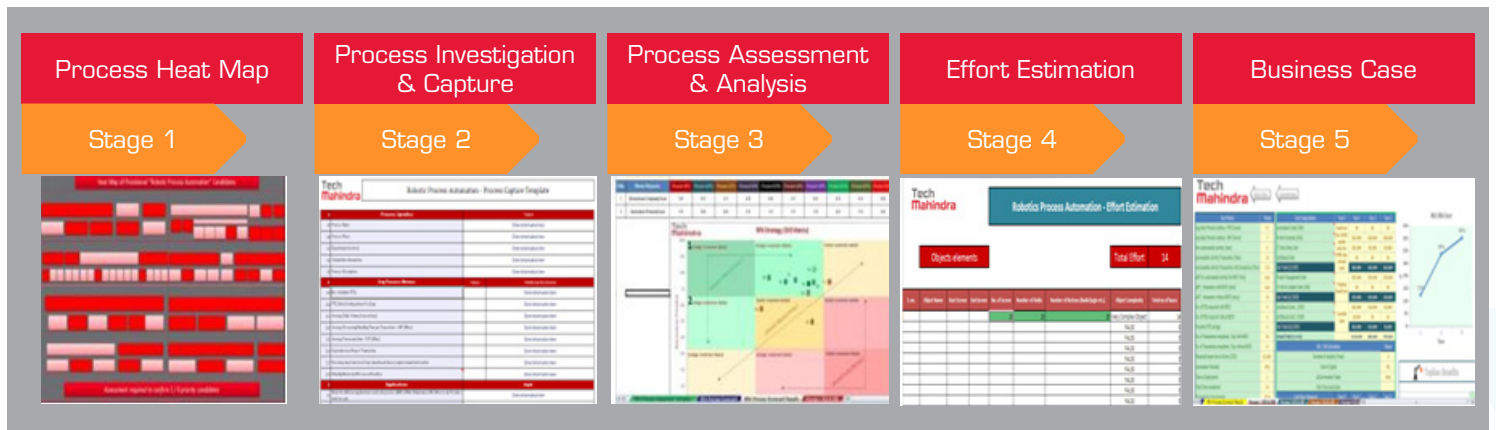
| | |
|-----------------------------------|---|
| Uno - R | Uno - P |
| Tech Mahindra's in-house solution | Powered by partners - leading RPA players   blueprism |

UNO is applicable for all industry verticals and can leverage the benefits of virtual workforce.

UNO ENVISAGES



TechM's business case modeller a comprehensive 3X3 RPA strategy matrix & an ROI/IRR calculator help organisations to assess, identify, estimate and prioritize the automations more scientifically.



Business Benefits:

Our recent implementation for a Canadian Telco resulted in

- 24% reduction in Average Handling Time
- 80% automation of validation process steps
- Improved customer experience, by reducing SLA
- Reduction in manual errors in process execution and faster support services

**Tech
Mahindra**

connect@techmahindra.com

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