



## Manufacturing @ Tech Mahindra



Tech Mahindra has developed and implemented custom-made solutions that have transformed the Manufacturing industry. We serve eight of the top 10 Original Equipment Manufacturers (OEMs) and four of the top 10 global suppliers in the automotive industry. We cater to a wide range of sectors ranging from car manufacturers to aerospace and defense companies. Additionally, we have mature relationships with Fortune 1,000 industrial customers.

Our current areas of focus within the manufacturing industry are predictive maintenance, customer service life cycle management, working capital reduction, change management and asset consolidation for enhancing the value of ERP Investments. These solutions are built on Pegasystems' capabilities.

One such successful implementation is the Integrated Warranty Management Solution for a large auto manufacturer. Tech Mahindra's consulting-based offering with a phased implementation approach has resulted in a USD 5m cost reduction in the first year of implementation. This solution has the potential to translate into every sector in the manufacturing industry where warranty involves a tangle of costly operational inadequacies and policy variations across products and regions.

### Success Story

Global Auto Manufacturer

- Implementation of One Warranty solution
- Legacy transformation implementation
- Annual savings of USD3m-5m



## Key Manufacturing Solutions

Solution Description	Challenges Addressed	Benefits
<b>Integrated Warranty Management Solution</b>		
<ul style="list-style-type: none"> <li>The Integrated Warranty Management Solution developed on Pega's unified platform streamlines the warranty process from end to end. This unified solution delivers an agile environment for managing the life cycle of every warranty from the definition of the warranty contract through diagnosis of the fault to the processing of the claim and analysis of the warranty data.</li> </ul>	<ul style="list-style-type: none"> <li>Outdated legacy systems, lengthy claim processing</li> <li>Elongated cycle time and poor data analysis</li> <li>Transactional orientation with high manual intervention</li> <li>Parts return in silos, vendor recovery on piecemeal basis</li> <li>Lack of integration between dealer management systems and OEM warranty systems</li> </ul>	<ul style="list-style-type: none"> <li>Reducing warranty costs by 15% to 25% through the use of a unified data set and advanced analytics techniques</li> <li>Automated warranty solution cuts the need for manual intervention</li> <li>Reduces fraudulent and out-of-warranty claims by 30% to 40%</li> </ul>
<b>Continuous Working Capital Reduction</b>		
<ul style="list-style-type: none"> <li>A consulting-led solution offering developed by Mahindra Satyam pinpoints the critical areas that require attention at the critical time. This differentiator enables companies to get direct bottom-line impact and improve operational parameters in the critical areas.</li> </ul>	<ul style="list-style-type: none"> <li>While a lot of resources are invested in inventory planning, the execution of inventory management often lacks focus and is not continuous. - corrective actions often are taken late</li> <li>Lack of a systematic approach for inventory execution needs (visibility, priority, correction action)</li> </ul>	<ul style="list-style-type: none"> <li>Reduction of overall inventory by 20% to 30% with improved availability and reduced production</li> <li>Increased EBIDTA level by a minimum of 10%</li> <li>Reduced shortages and production stoppages</li> </ul>
<b>Service Lifecycle Management</b>		
<ul style="list-style-type: none"> <li>Unified solution to handle customer requests effectively and platform with automation capabilities to fulfill the requests.</li> </ul>	<ul style="list-style-type: none"> <li>Inability of organizations to enhance customer service delivery and simultaneously provide the flexibility to build processes rapidly that can meet service strategies</li> </ul>	<ul style="list-style-type: none"> <li>Case-based automation and orchestration of service processes</li> <li>Multichannel capabilities for event capture</li> <li>Integrated solution enables real-time tracking and quick decision-making</li> </ul>
<b>Order Management Solution</b>		
<ul style="list-style-type: none"> <li>Order management is the first customer touch point where delays and mismanagement lead to cost pressures. Our solution features a fully configurable single portal for managing enterprise orders with built-in capabilities for routing, exception handling, alerts, and external system integration.</li> </ul>	<ul style="list-style-type: none"> <li>Complex multi-geography operations, wide range of order scope, product proliferation, and bundling</li> <li>Delays and errors in order execution</li> <li>Management of third-party vendors</li> </ul>	<ul style="list-style-type: none"> <li>Productivity increased by 60%</li> <li>Turn around time decreased by 25%</li> <li>Error rate decreased to 2%</li> </ul>

### About the Tech Mahindra with Pega Alliance

Tech Mahindra has a global strategic alliance with Pegasystems, with 10+ years of partnership and 100+ successful implementations across various industries. The areas of collaboration span sales strategy, GTM for industry solutions, professional services partnership, strategic customer engagements, and collaboration for implementation. Tech Mahindra has a well-established Pega Centre of Excellence (COE) for innovative solutions and proven delivery

### About Tech Mahindra

Tech Mahindra represents the connected world, offering innovative and customer-centric information technology services and solutions, enabling enterprises, associates, and the society to Rise™. We are a USD 2.7 billion company with 84,000 professionals across 49 countries, helping 540 global customers including Fortune 500 companies. Our Consulting, Enterprise, and Telecom solutions, platforms, and reusable assets connect across a number of technologies to derive tangible business value.

We are part of the USD 16.2 billion Mahindra Group that employs more than 155,000 people in over 100 countries. The Group operates in the key industries that drive economic growth, enjoying a leadership position in tractors, utility vehicles, information technology, and vacation ownership.

Connect with us at [www.techmahindra.com](http://www.techmahindra.com) | [connect@techmahindra.com](mailto:connect@techmahindra.com)

### About Pegasystems

Pegasystems Build for Change® technology is the heart of better business software. It delivers business agility and empowers leading organizations to rapidly close execution gaps and seize new opportunities. Pegasystems is the recognized leader in business process management and is also ranked as a leader in customer relationship management software by leading industry analysts. For more information, please visit us at [www.pegasystems.com](http://www.pegasystems.com).