



Tech Mahindra Supply Chain Management Services

Vendor Assessment
Report Abstract

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10 pages

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Who Is This Vendor Assessment For?

NelsonHall's Supply Chain Management Services Vendor Assessment for Tech Mahindra is a comprehensive assessment of Tech Mahindra's supply chain management service offerings and capabilities designed for:

- Supply chain and planning managers monitoring the capabilities of existing suppliers of supply chain services and identifying vendor suitability for outsourcing services
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the supply chain services sector.

Key Findings & Highlights

Tech Mahindra Business Process Services (TechM) is the BPS arm of Tech Mahindra, a \$4.8bn company part of Mahindra Group. In addition to CX services, TechM BPS provides supply chain management services, and enterprise back-office such as source to pay, order management, and F&A.

TechM began offering SCM services ~2005 in a deal with a global pharmaceutical major providing mainly order management services. Over the past five years, it has worked to integrate various siloed offerings into its SCM offering and aligned SCM into its main framework of source, plan, make, deliver and return. The SCM offering includes order management, logistics support, planning support for sales and operations, spare parts management and warranty management.

TechM SCM has ~2,700 employees in 5 delivery locations in 2 countries. It supports ~50 clients including telecom, pharmaceuticals, and manufacturers.



Scope of the Report

The report provides a comprehensive and objective analysis of Tech Mahindra's supply chain management service offerings, capabilities, and market and financial strength, including:

- Analysis of the company's offerings and key service components
- Revenue estimates
- Identification of the company's strategy, emphasis and new developments
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's strengths, weaknesses and outlook.

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1. Background

2. Revenue Summary

3. Key Offerings

4. Delivery Capability and Partnerships

5. Target Markets

6. Strategy

7. Strengths and Challenges

8. Outlook

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Supply Chain Management Vendor Assessments also Available for:

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Capgemini
Exertis
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TCS
WNS
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