



Transforming Intelligent Automation in Banking

Tech Mahindra

Report Abstract

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8 pages

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Who is this Vendor Assessment for?

NelsonHall’s “Transforming Intelligent Automation in Banking” profile on Tech Mahindra is a comprehensive assessment of Tech Mahindra’s offerings and capabilities for the BFS sector, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of intelligent automation process services and identifying vendor suitability for intelligent automation services in banking RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the support services sector.

Key Findings & Highlights

Tech Mahindra has a primary focus on process automation for industry-specific processes. It delivered its first banking industry automation engagement with an RPA deployment in 2015. Tech Mahindra provides process automation services across major financial services industry processes including consumer banking, commercial banking, and wealth management.

Tech Mahindra focuses its automation services on two objectives:

- Improving customer experience
- Driving revenue growth.

To do this, it focuses on automation supporting the digital channel and currently is growing its AI capabilities to support the digital channel, including initiatives in ML, chatbots, agent support, speech analytics, workflow tools, real-time intelligence, service experience, CX, and marketing.

Financial institutions that are looking to automate data analytics for document-centric processes, implementation services, and managed services should consider Tech Mahindra.

Scope of the Report

The report provides a comprehensive and objective analysis of Tech Mahindra's BFS-focused intelligent automation offerings, capabilities, and market and financial strength, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, challenges, and outlook
- Revenue estimates
- 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 offerings and key service components
- Analysis of the company's delivery organization including the location of delivery centers.

Intelligent Automation Services in BFS Vendor Assessments also available for:

Accelirate

Capgemini

Coforge

Datamatics

EY

Firstsource

FIS

Infosys

L&T Infotech

Mphasis

Sopra Steria

TCS

UST

Wipro.

About The Author

Andy is the Banking Sourcing Research Director at NelsonHall, where he has global responsibility for Retail and Commercial Banking and Capital Markets.

Andy assists both buy-side and vendor organizations in assessing opportunities and supplier capability across Banking services, including in the areas of Core Banking, Payments, Mortgages & Loans, and Securities Processing. In these domains, Andy covers professional services, hosting, and BPS.

Andy assists both buy-side and vendor organizations in financial services to assess opportunities and success factors in the application of technology and BPS. This increasingly encompasses all things digital.

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About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the “art of the possible” in digital operations transformation. With analysts in the U.S., U.K., Continental Europe, and Asia, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. For vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall conducts rigorous, primary research, and is widely respected for the quality, depth, and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at guy.saunders@nelson-hall.com

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