

TECH
mahindra

**Utility
Week** / **Live**
2025 / 20-21 MAY 2025
NEC BIRMINGHAM

Booth #J21



Tech Mahindra is a Part of the \$21Bn+ Strong Mahindra Group

mahindra *Rise*



260k
People



\$23 bn+
Revenue



22
Industries



17
Sectors



120+
Countries

TECH
mahindra



153k+
People



\$6.3 bn+
Revenue



1100+
Global
Customers



35%
Revenue
from digital



70
Countries

TECH
mahindra
BUSINESS PROCESS SERVICES



85k+
Human
& digital
Workforce



60k+
Professionals



25k+
BOTs



50+
Delivery
Sites



21+
Countries



10+
Industries



300+
Global
Clients



50+
Languages

UK & I | Europe | North America | Latin America | Asia Pacific | India

**We are bound by a
common purpose**

Drive positive change in the
lives of our communities.

Only when we enable others
to rise will we rise.

#TogetherWeRise

**RISE FOR A MORE
EQUAL WORLD**



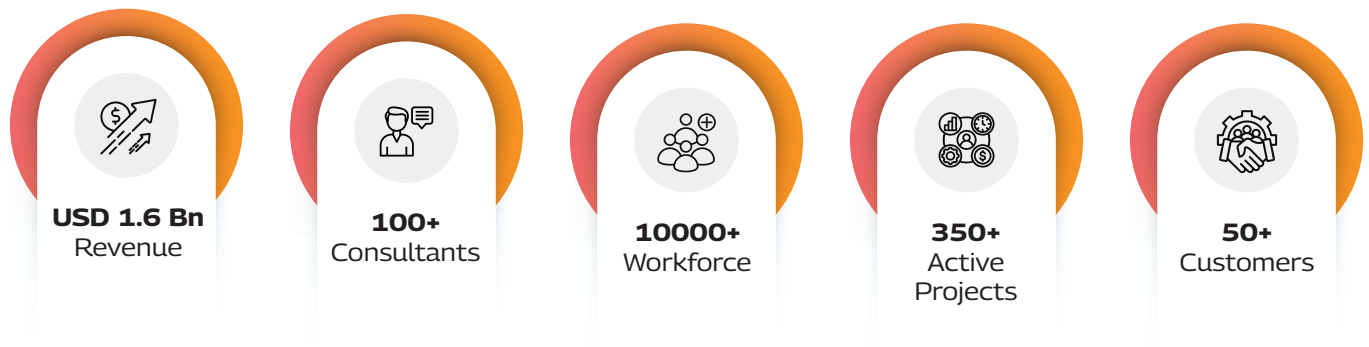
**RISE TO BE
FUTURE-READY**



**RISE TO
CREATE VALUE**



Tech Mahindra Europe Presence



E&U



BFSI



Telco



M&E



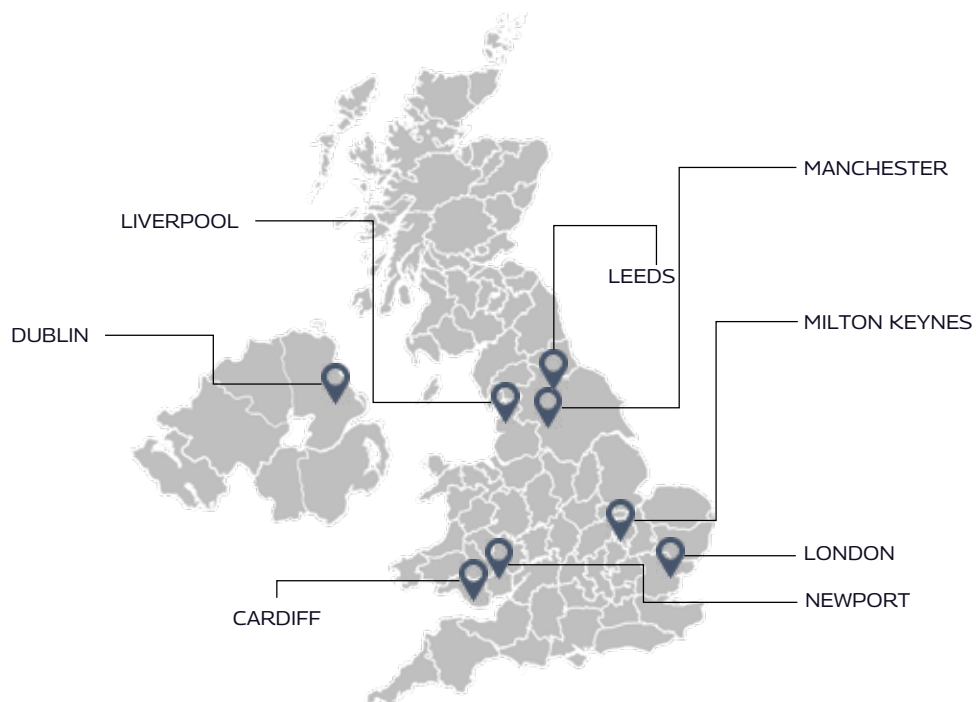
Retail



SERVICE AREAS

- Business Process Services
- Customer Experience Management
- Digital Transformation Services
- Enterprise Operations Management
- Finance & Accounting Services
- Smart Debt Collections Services
- Contact Centre as a Service (Navixus)
- Application development and maintenance services
- Nextgen digital solutions
- Business Consulting
- Cloud & Infrastructure services
- Automation, AI & Analytics
- Cyber Security
- Enterprise Architecture & Integration

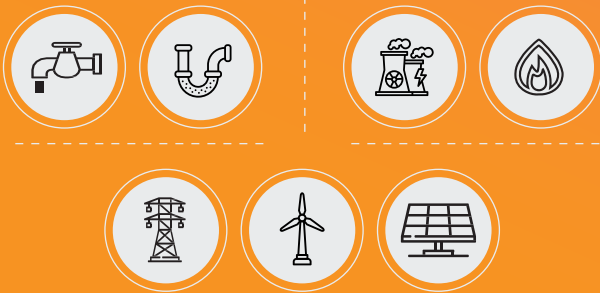
Our UK Delivery Presence



Energy And Utilities Business: 20+ Years Of Value Creation

100+ Consultants & Practitioners | **10+** TechM IP solutions
~5 Mn Transaction/year | **2600+** Experience Staff

Specialised Verticals



Experience Management

An integrated approach to digital & immersive customer journey experience

Digital Light Out Model

Light touch operations through 360° customer journey view for accelerated resolution



Quick Scalability - Optimised Cost and Quality

Scalable offshore, nearshore & onshore facilities

Connected Utilities

"One Office" transformation by connecting the front-middle-back office



Gen AI Powered Business Operations

AI/ML assisted agile operation models and predictive maintenance

Our Service Offerings



Contact Center
as a Service



Meter-to-Cash
Operations



Digital CX Management
& Field Services



Jeopardy
Management



Process mining led
Intelligent Automation



Analytics
(MI & Insights)



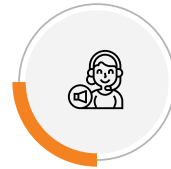
WFM as
a Service



Enterprise
BPS Ops



GIS



Digital Technical
Assistance Centre (TAC)



Digital Marketing &
Content Moderation



Managed
Service



Consulting
Services

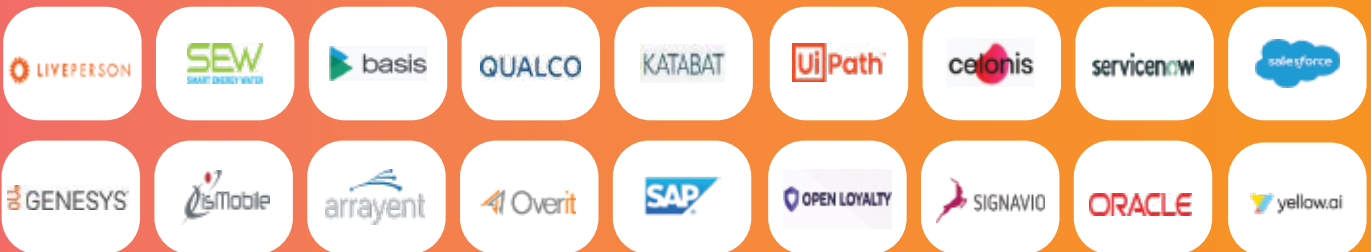


Annual
Billing Support



RevEnable - Fueling
Growth, as a Service

20+ Global Partners



Our Strengths

Tech Enabled BPS Organisation:

Innovation at heart-65K+ associates and 20K+ BOTs

Existing UK CX Management of 20 Mn Households:

Largest water company | Major telecommunication providers

Business Readiness and Agility:

Day zero readiness | 50+ delivery sites including 10+ in UK & I

Flexible Delivery Model:

300+ pertinent expert resources onsite/remote

20+ years of E&U Industry experience:

ISG leader ranking | 10+ industry solutions | 300+ RPA Implementation | 6 Ips

Open to "Skin In The Game" Commercial Construct:

Win-win theme | Gain sharing and outcome based

Transforming into Technology-Enabled, New-Age Utilities:

Edge Computing | IT-OT Integration | Grid Resilience Solutions | Big Data Analytics

Our Differentiators...

Powered by ...



Superlative CX



Business Process Services



Network & 5G



Tech Enabled Operations



Digital Engineering & IOT



Cloud



Data & AI

Supported by ...



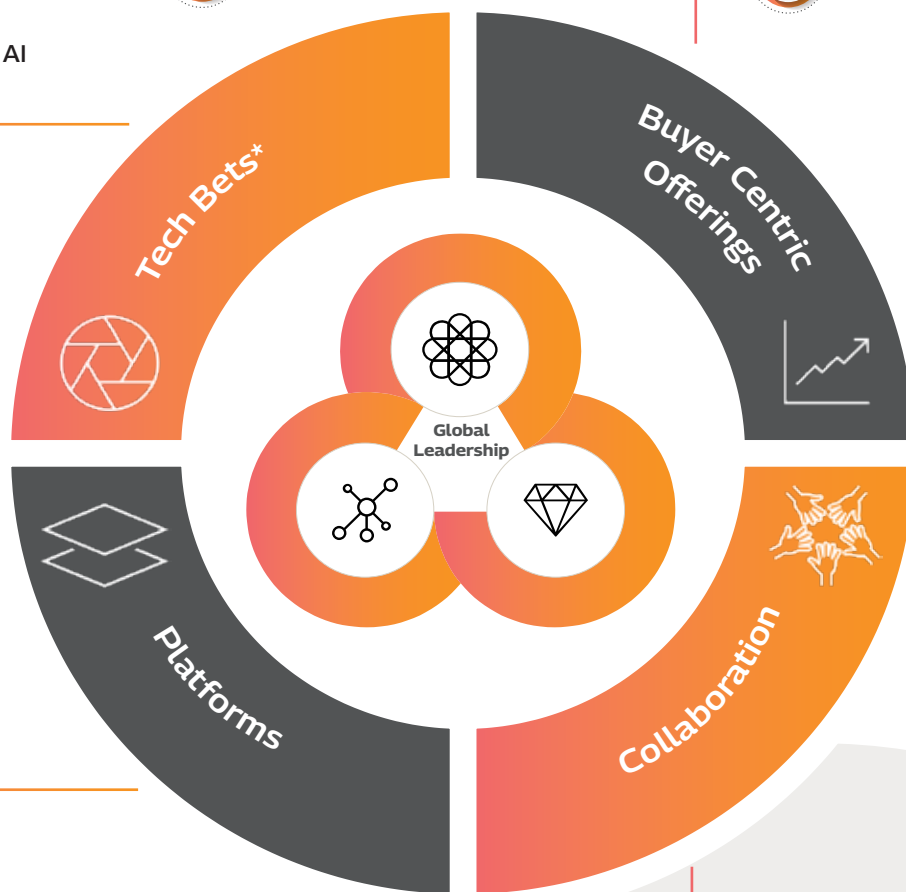
Business Transformation



Domain Led



Integrated Digital Value Propositions



Driven by ...



Factory of the Future



HealthNXT



Digital Payments

Delivered through ...



Synergy



Co-innovation



Entrepreneurial Culture

* Indicative list of platforms and Techbets

Industry Imperatives for the Utilities sector

Rise In Resource Cost

Affordability challenge pushing suppliers to the brink

- Increased labor cost including salaries, wages and benefits
- Higher bad debts & other revenue leakages
- Customer vulnerability & hardship management taking precedence

Customer Experience

Evolving customer expectations

- Invest in customer-centric initiatives like self service portals, mobile apps, and proactive communication
- Build & maintain an agile workforce to manage service failures and volume spikes
- Out of Hour operations & customer support

Turnaround Challenge

Increasing expenses, declining performance & results

- Rising operational costs & declining performance issues
- Inefficient processes, outdated systems, & organisational silos
- Making bills affordable & pass-on service value for money

Regulatory Uncertainty

Significant challenge in balancing need for investment and profitability

- Additional expenses for regulatory compliance mandates increase operational costs
- Aging infrastructure complicates maintaining regulatory standards, resulting in fines and penalties for non-compliance

Aging Infrastructure

Increased maintenance cost & service disruptions

- Impediment to digital initiatives
- Operational resilience - proactive network & asset maintenance, renewals
- Brand reputation, customer trust & service failure compensation



Transforming Utilities: Smart Solutions Powered by Generative AI

01

Build Digital Competency

Conversational AI | Voice & Chat Bots | AI/ML

02

Consumer Empowerment

Mobile App | Self Serve | Social Media

03

Digital Field Service

Asset Intelligence | Mobile Workforce | Gen AI Video Solutions | Self Service

04

Collect With Care

Proactive Debt Management | Smart Collection

05

Operational Agility

Intelligent RPA | Universal Agents | Omni-Channel Presence | Automated Back Office | WAH Solution

06

Advance Analytics

Journey Insights | Automated Reporting | Best Action Recommendation

07

AIDE.AI

Empowering Talent with Smart AI Solutions

08

Agentic AI

Redefining Service Excellence with Agentic AI

09

Smart Energy Management System

Real time Monitoring | Predictive Maintenance



Nextgen Digital Service Offerings for E&U Driving Business Outcomes



Intelligent Customer Experience (CX)

Digital Contact Center-
Omni-Channel Engagement | CX Analytics

Experience Center-
Conversational AI BOTs | Assisted Agent Support | Proactive Care Solutions

Analytics, Process & Task Mining -
360° Customer Journey View | Automated Reporting | Actions Recommendations

Customer Management BPO

M2C Operation Management -
Unbilled | Service & Work Orders | Complaint Mgmt. | BPEM | Interactions Records across functions

Intelligent Back Office Business Operations -
Automated Transactions | Ontime Billing | Journey Insights

Asset Intelligence & Digital Field Service -
Predictive Maintenance | Self Serve | Mobile Workforce | Gen AI Video Solution | Command Center

Proactive Debt Management & Smart collection-
Platform Assisted | Digital Self service | Analytics Led Portfolio Mgmt. & Customer Behavior Insights

Smart AMI Command Center-
Remote Triaging | Smart Inventory Tracking | RPA assisted Work Order Execution

Personalised Customer Acquisition & Retention -
Digitised Reach out strategies | Automated Sales Dashboards | Proactive Care via Analytics

Horizontal Services

Digital Enterprise Back Office-
F&A | HRO | SCM

Supply Chain Control Tower-
Autonomous Decision Support | Analytics

Intelligent Automation-
OCR/NLP/ML | Task & Process Mining Led | RPA Front-office / Back Office

Service Desk-
Technical Assistance Center

Bringing Impending Value To UK's Largest Water Company

Supporting **5** Channels | Set Up **8** Service Lines | Handling **1** million Interactions Annually | **42%** BOT Containmentment

Voice, WhatsApp, Web, Twitter, and Facebook



Outcome Based Commercial Model



Team of **600 full-time employees** provide digital support

BUSINESS OPPORTUNITY

- Broaden support for **messaging and web chat across 7 additional lines of business.**
- **Expanding** the operations contact centre from a **voice-only** channel, **introducing two additional digital channels.**
- Extend the LivePerson platform across **four channels (WhatsApp, web chat, Facebook, X, and IVR)** and into **four service lines** (revenue, operations, financial care, and developer services).
- Implement a **cost-optimised channel strategy**, automating transactional tasks while managing the remaining workload through agent intervention

CONVERSATIONAL AI FEATURES DEPLOYED

- **WhatsApp, web chat, Facebook Messenger and X.**
- **7 billing intents** - Increased bill, moving home, copies of bill, making a payment, add someone to account, other billing topics and something else
- **6 water related intents** - Reporting a leak, no water, no pressure, pollution, other water/ wastewater and something else
- Intents created using **NLU and Pattern Matches**
- **Bot to agent handover and failed intent match protocols**
- **Agent workspace** with bot summary

VALUE DELIVERED

- Attained **containment rates of 42%** in billing and operations queues, yielding \$1.5 Mn in OPEX benefits YOY. (95% BOT Containmentment for home move journey)
- Maintained an **intent identification rate in the early 90s**, enhancing the accuracy, efficiency, and user satisfaction of the conversational AI.
- Achieved a consistent **Bot customer satisfaction (CSAT) score between 85-91%.**
- **From Insights to Action:** Sentiment Analytics for Informed Decisions
- **Fast-Track Scalability:** 250 FTE Ramp-Up in 6 Weeks

BPS SERVICES OFFERED

- Design, build, and manage an AI-powered conversational bot (bot developers, service desk, conversational designers)
- Contact centre operations

TECHNOLOGY LEVERAGED



LIVEPERSON



MuleSoft

If you have experienced any of this, you have experienced **Tech Mahindra** at work.

[illegible]

About Tech Mahindra

Tech Mahindra (NSE: TECHM) offers technology consulting and digital solutions to global enterprises across industries, enabling transformative scale at unparalleled speed. With 150,000+ professionals across 90+ countries helping 1100+ clients, Tech Mahindra provides a full spectrum of services including consulting, information technology, enterprise applications, business process services, engineering services, network services, customer experience & design, AI & analytics, and cloud & infrastructure services. It is the first Indian company in the world to have been awarded the Sustainable Markets Initiative's Terra Carta Seal, which recognizes global companies that are actively leading the charge to create a climate and nature-positive future. Tech Mahindra is part of the Mahindra Group, founded in 1945, one of the largest and most admired multinational federation of companies. For more information on how TechM can partner with you to meet your Scale at Speed™ imperatives, please visit <https://www.techmahindra.com/>.

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