



Tech Mahindra Customer Experience Services in Travel, Transport, and Hospitality

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's Customer Experience Services in Travel, Transport, and Hospitality profile on Tech Mahindra is a comprehensive assessment of Tech Mahindra's offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of CXS and identifying vendor suitability for CXS 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

The company has supported travel, transportation, and logistics clients for ~15 years and provides ITO services such as airline ERP implementations, CRM implementations, transport management system (TMS), and warehouse management system (WMS) implementations. In terms of customer experience services, TechM BPS provides inbound and outbound sales, order fulfillment, transaction processing, payment collections, customer care, customer analytics, retention management, reporting, and performance management.

Across the ITO and business process services, the travel practice has ~50 clients including airlines, logistics players, railroad companies, hospitality companies, hotel and casino chains, OTAs, and airports. Approximately seven clients use Tech Mahindra's business process services. The company has ~2k employees supporting the sector.

TechM BPS utilizes a set of proprietary tools for automation, channel management, and social media interactions within the travel space. It has also developed a proprietary customer experience services framework called Carexa.

To enhance its digital consulting services, in June 2016, Tech Mahindra acquired U.K. digital transformation and innovation firm The BIO Agency for ~£22m. BIO offers service design, digital strategy, e-commerce and connected product development, and product and service innovation. In customer experience, the agency has undertaken web and portal development projects for a logistics brand and customer experience innovation for airlines and hotels.

Scope of the Report

The report provides a comprehensive and objective analysis of Tech Mahindra customer experience services in travel, transportation, and hospitality offerings and capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, weaknesses, 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 sites.



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Report Length

9 pages

Customer Experience Services in Travel, Transport, and Hospitality Vendor Assessments also available for:

Alorica, Arvato, EXL, Mindpearl, Intelenet, InterGlobe, Sitel, Sutherland, TCS, Teleperformance, TeleTech, Transcom, Wipro, WNS.