



Tech Mahindra RPA and AI in Banking BPS

Vendor Abstract
Report Summary

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9 pages





Who Is This Vendor Assessment For?

NelsonHall's Retail Banking BPS Vendor Assessment for Tech Mahindra is a comprehensive assessment of Tech Mahindra's RPA and AI offerings and capabilities for the banking industry designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of RPA and AI services and identifying vendor suitability for banking industry (consumer banking, commercial banking, and capital markets) RPA and AI services 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

This NelsonHall assessment analyzes Tech Mahindra's offerings and capabilities in RPA and AI services for the banking industry. Tech Mahindra is one of a number of banking services vendors analyzed in NelsonHall's comprehensive industry analysis programs.

Overview

Tech Mahindra has its RPA and AI practices in its automation unit. It began its journey in automation in 2014, deciding to focus its automation efforts on industry-specific processes, by vertical. Due to its legacy heritage in the telco industry, it began its efforts with RPA support for processes associated with the digital channel. Today it supports RPA initiatives in the following industries:

- Telco
- Retail
- BFSI.

In 2015, it had its first deployment of RPA in a bank's operations (see Target Markets section for detail).

To build its RPA business, Tech Mahindra has decided to focus on retail banking and wealth management. It does not currently provide RPA or AI services for commercial banks or investment banks.

Tech Mahindra has often built capabilities by acquisition, and has made some recent acquisitions to support its banking BPS business and expand its RPA offerings. Key acquisitions include:

- SOFGEN: a niche consulting and ITS company specializing in private/wealth, commercial and retail banking solutions (acquired in Q1 2015)

Target Group: a U.K. firm that provides BPaaS offerings in the areas of lending and investment products servicing, on variable pricing models, (acquired in Q2 2016).

Contents

1.	Background	
2.	Revenue Summary	
3.	Key Offerings	
4.	Delivery Capabilities & Partnerships	
5.	Target Markets	
6.	Strategic Direction	
7.	Strengths & Challenges	
	7.1 Strengths	
	7.2 Challenges	
8.	Outlook	

Scope of the Report

The report provides a comprehensive and objective analysis of Tech Mahindra's RPA and AI services for banking offerings, capabilities, and market and financial strength, including:

- Identification of the company's strategy, emphases 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 locations.

Report Length

9 pages

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RPA and AI services for the Banking Industry Vendor Assessments Also Available for:

Capgemini
CSC
EXL
Genpact
HCL
Hexaware
IBM
Genpact
L&T Infotech
TCS
Tech Mahindra
VirtusaPolaris
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