



Tech Mahindra CMS in Retail and CPG

Vendor Assessment

Report Abstract

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By Vicki Jenkins
Customer Management Services (CMS)
Industry Sector Analyst
NelsonHall

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research.nelson-hall.com





Who Is This Vendor Assessment For?

NelsonHall's CMS in retail and CPG industry sector profile on Tech Mahindra is a comprehensive assessment of Tech Mahindra's retail and CPG sector customer management services (CMS) offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of CMS to serve the retail and CPG sector and identifying vendor suitability for CMS 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 was founded in 1986 and is headquartered in Mumbai, India. It completed its merger with the former Mahindra Satyam (MS) in 2013, and the merged entity is called Tech Mahindra. Tech Mahindra and Mahindra Satyam both have a strong focus on telecoms, but look to grow in other sectors including retail and CPG.

Tech Mahindra is a \$4.0bn company with ~107k employees across 90 countries, supporting ~800+ global customers. It is part of the \$16.9bn Mahindra Group which employs ~200k people across 100 countries, and is focused on the following business areas: tractors, utility vehicles, information technology, financial services, and vacation ownership.

Tech Mahindra's Business Service Group offerings include the following: business process outsourcing, consulting, and services. Its business service group includes customer management services (CMS). It has ~23.6k FTEs and 26 global delivery centers. The service line focus for its business services group is asset management, claims processing, F&A, service desk, source to pay, and warranty management. The industry sector focus of its business services group includes telecommunications, healthcare and life sciences, banking and financial services, retail, high tech, and manufacturing.

It provides delivery for retail and CPG clients from India and the Philippines.

Scope of the Report

The report provides a comprehensive and objective analysis of Tech Mahindra's retail and CPG offerings, capabilities, and market and financial strength, 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 CMS retail and CPG sector customer base, including the company's targeting strategy and examples of current contracts
- Analysis of the company's retail and CPG sector CMS offerings and key service components
- Analysis of the company's delivery organization including the geography of delivery locations used for CMS retail and CPG sector clients.



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Report Author

Vicki Jenkins

vicki.jenkins@nelson-hall.com

Sales Contact

Guy Saunders

guy.saunders@nelson-hall.com