



Tech Mahindra CMS in Telecommunications/ Cable/Satellite

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 telecommunications/cable/satellite industry sector profile on Tech Mahindra is a comprehensive assessment of Tech Mahindra's telecommunications/cable/satellite sector customer management services (CMS) offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of CMS to serve the telecommunications/cable/satellite 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. Tech Mahindra 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 telecommunications.

The Mahindra Group, a major shareholder of Tech Mahindra, currently has \$16.2bn in revenues, and 155k employees working in ~100 countries. It is focused on the following industry sectors: aerospace, automotive, components, defense, farm equipment, financial services, retail, real estate, leisure and hospitality, and information technology.

Tech Mahindra's service offerings include applications, business services, consulting, engineering, enterprise solutions, infrastructure, mobility, telecom solutions and testing.

Tech Mahindra's customer management services (CMS) offerings are part of its business services capability, which also includes business process outsourcing, consulting and services.

The company provides CMS in support of its telecommunications clients in a range of offerings including:

- Customer care
- Order fulfillment and transaction processing
- Collections
- Customer retention
- Outbound sales
- Inbound sales.

Tech Mahindra has delivery centers in support of its CMS telecommunications clients in India, the Philippines, Africa, and Australia.

Scope of the Report

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



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Report Length

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Report Author

Vicki Jenkins

vicki.jenkins@nelson-hall.com