Tech Mahindra Cognitive CX Services

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's Cognitive Customer Experience Services report 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 BPS division is the fastest-growing unit in Tech Mahindra, expanding with new logos win and additional services for existing clients. It relies on this automation delivery methodology to evaluate processes, identify improvement opportunities, recommend automation, implement, and continue the assessment after deployment to secure the effective use of bot licenses.

Scope of the Report

The report provides a comprehensive and objective analysis of Tech Mahindra cognitive customer experience services 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.

Contents

Report Length

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