



# Tech Mahindra Intelligent Automation Services in Banking

Vendor Assessment  
Report Abstract

December 2020

by Andy Efstathiou  
Director  
NelsonHall

11 pages





## Who Is This Vendor Assessment For?

NelsonHall's Intelligent Automation Services in Banking Vendor Assessment for Tech Mahindra is a comprehensive assessment of Tech Mahindra's Intelligent Automation in Banking offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of intelligent automation processes and identifying vendor suitability for intelligent automation 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

Tech Mahindra focuses its intelligent automation services on automating industry-specific processes. It began offering process automation services in 2014. Tech Mahindra began its efforts with RPA support for processes associated with the digital channel, and that remains a key focus of its intelligent automation services. Tech Mahindra made its first deployment of RPA in a bank's operations in 2015. To build its RPA business, Tech Mahindra has decided to focus on the entire banking landscape including retail banking, wealth management, and commercial banking.

Tech Mahindra frequently builds capabilities by acquisition and has made several acquisitions and partnerships to support its banking BPS business and expand its RPA and AI offerings. Key acquisitions and partnerships 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 product servicing on variable pricing models (acquired in Q2 2016)
- BIO Group: U.K. based agency providing digital services across a range of industries, including BFS (acquired in Q2 2016)
- Comviva: provider of mobile VAS services, such as payments (acquired Q4 2017, initial investment 2012)
- Mad\*Pow: strategic design consultancy headquartered in the U.S. (acquired Q3 2019).

## Scope of the Report

The report provides a comprehensive and objective analysis of intelligent automation services 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.

## 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

## Report Length

11 pages

## Managed Services in Banking Vendor Assessments Also Available for:

Accelirate  
 Atos  
 Broadridge  
 Capgemini  
 CGI  
 Cognizant  
 Conneqt  
 Datamatics

FIS  
Genpact  
Infosys  
LTI  
Mindtree  
Mphasis  
Quantifi  
TCS  
Tech Mahindra  
Teleperformance  
UST  
Virtusa  
Wipro