Corporate Overview

January 2025

If You Have Experienced These Companies,

You Have Experienced

TECH mahindra
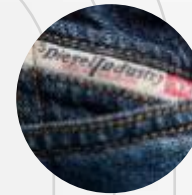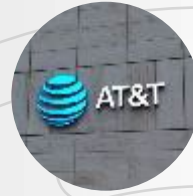
Our Story Begins In 1945, With Two Brothers on a Mission to *Serve Humanity.*

K. C. Mahindra

J. C. Mahindra

mahindra *Rise*

79 yrs
of excellence

260K+
no. of employees

100+
countries

$23B+
group turnover

World's largest
tractor company by volume

World's first
all-electric hyper car– Pininfarina Battista

India's #1
SUV company by revenue market share

India's #1
electric 3-wheeler company

India's largest
sub 3.5T light commercial vehicles company

India's #1
financial service provider in rural & semi urban markets

Leading
global IT services provider

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We Are Proud to Be Part of The **Rise** Family.
We Promise to Create an Organization That Offers...

Scale at Speed™

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Scale at Speed™

Our Promise is to Help Enterprises Transform At Speed, Bring Agility, Resilience, And Efficiency to Their Businesses.

$6.2Bn from 1100+ clients

150k employees in 90+ countries

Rich heritage of Mahindra Group

Full stack services

Extensive partnership network

ESG leadership

Accessible & engaged leadership

Empowered front-end team

Mahindra university

Entrepreneurial approach

Relationship warmth

We are

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Our Vision

We will continue to Rise to be an agile, customer-centric, and purpose-led company, delivering best-in-class technology solutions to our stakeholders.

Our Purpose

To drive positive change in the lives of our communities.

Only when we enable others to Rise will we Rise.

Our Values

- Professionalism
- Good corporate citizenship
- Customer first
- Quality focus
- Dignity of the individual

We Have a Proud History and a Wealth of Strong Capabilities...

10 of Top 10 in Automotive

9 of Top 10 in Life Science

3 of Top 5 in Hardware & Storage

6 of Top 10 in Healthcare Equipment

4 of Top 10 in Insurance

5 of Top 10 in Conglomerates

7 of Top 10 in Communications Services

4 of Top 10 in Process Manufacturing

3 of Top 10 in Oil & Gas

5 of Top 10 in Consumer Goods

Strengthened by

TECH mahindra

People +

- Banking Financial Services and Insurance
- Communications
- Manufacturing
- Healthcare & Life Sciences
- Retail, Consumer Goods & Travel, Logistics
- Energy & Utilities
- Technology Media & Entertainment
- Professional Services
- Public Sector

Industries +

- Next Gen Services
- Digital Enterprise Applications
- Experience Design Services
- Engineering Services
- Cloud & Infrastructure Services
- Business Process Services
- Network Services
- Application Development Maintenance & Support

Capabilities

...Offering a World Of Solutions

Americas
$2,426 Mn
51.5%

Europe
$1,118 Mn
23.7%

Rest of world
$1,171 Mn
24.8%

9M'25 revenue distribution
by geo (%)

Offices | Development Centers | Countries

Rich heritage	Passionate leadership team	Full stack offerings	High client satisfaction	Speed to innovate

...as OneTechM, Delivering Experiences

With a Robust Partner Ecosystem Across the Spectrum

Next Gen Services

- **Cloud Hyperscalers:** aws, Microsoft, Google, IBM
- **Artificial Intelligence:** NVIDIA, ALTAIR
- **Data & Analytics:** snowflake, databricks, UiPath, Qlik, Informatica, mongoDB, CLOUDERA
- **Cyber Security & Risk Management:** FORTINET, zscaler, okta, CROWDSTRIKE, CHECK POINT, BigID

Digital Enterprise Applications: SAP, ORACLE, salesforce, servicenow, PEGA, IFS
- **Experience Design Services (XDS):** Adobe

Cloud & Infrastructure Services: DELL, Hewlett Packard Enterprise, bmc, intel, Commvault, PURESTORAGE, EQUINIX, Lenovo, rubrik, BT, ivanti, VERITAS, opentext, UNITEDLAYER

Network Services: CISCO, Red Hat, Rakuten, NOKIA, BROADCOM vmware, Qualcomm, ARRCUS NETWORK DIFFERENT, MAVENIR, bp, HUAWEI

Engineering Services: AVEVA, SIEMENS, ptc, software AG, realwear, TeamViewer

Business Process Services: LIVEPERSON, NICE, yellow.ai, uniphore, SORO CO

Key Industry Partners
- **BFS:** FIS, TEMENOS, FINASTRA
- **MFG:** DASSAULT SYSTEMES
- **HLS:** IQVIA, Veeva

With a Robust Partner Ecosystem Across the Spectrum

Client Feedback That Validates Our Unique Strength

Everybody can claim scale and speed, but you bring them together very well in the context of a solution.

Head of AI Products,
Telecom Leader

Speed & scale are important differentiators and I think you have them.

CIO,
Wireless company

TechM is a good combination of flexibility & scope.

SVP,
HiTech Major

Two of the sustainable differentiators of TechM are speed & scale. They give you the credibility to grow in this account.

CTO,
Large European Bank

I think TechM has good scale with presence across locations, & a broad range of technologies with a broad range of skill levels.

Chief Digital Officer,
Semiconductor Enterprise

And the World Recognized Our Efforts

Creating a preferred workplace globally

Great Place to Work™
3-years in a row

HR Golden Peacock
4 times in 5 years

Most Preferred Workplace
3-years in a row

Progressive Places to Work
2024
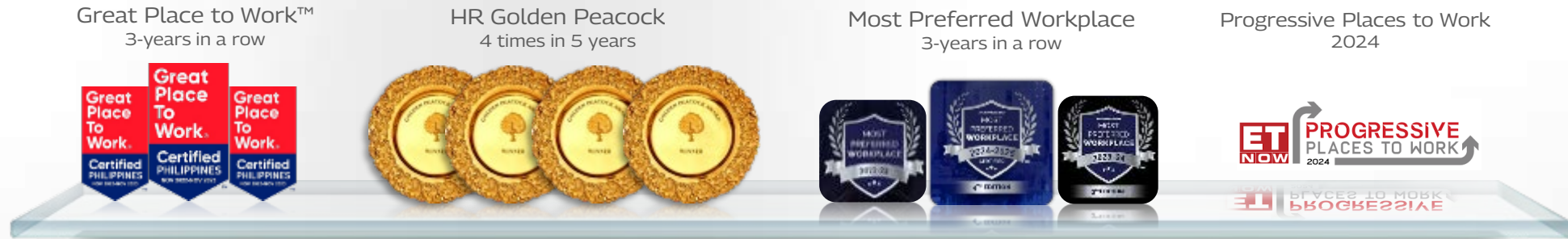
Being intentionally diverse

Bloomberg GEI,
4 Years in a row

Avtar & Seramount Best Companies for Women, 6th time in Top 10

Avtar & Seramount Most Inclusive Companies Index, 5 Years in a Row

Most Preferred Workplace for Women,
Republic & Marksmen

ET NOW FemTech Summit and Awards,
1 Platinum, 1 Silver & 1 Bronze

Bombay Chamber DEI Awards,
DEI Champion Award

Best Brands of 2024
in India by ET Now

Enabling human-centered experiences

Brandon Hall HCM
8 Gold medals

Stevie Awards,
4 Gold, 3 Silver, 4 Bronze

ATD BEST Awards,
14th Rank

SHRM HR Excellence Awards, 1st-place

PeopleFirst HR Excellence Awards, 2 First Place

BW BusinessWorld HR Excellence, Runners-Up

Singapore Human Resources Online
2 First place

Great Managers Awards
4 Years in a row

ET Human Capital Awards
2 First Place

Aetna® Workplace Well-being
Making a Difference Award

People Matters Total Rewards
Wellness Hero

AIMA Case-Study Contest & Awards,
2 First Place

And the World Recognized Our Efforts

2023

World's Top 50 Most Sustainable Businesses

Iconic Innovator at The Economic Times Global Innovation Network

Top 100 Corporate Startup Stars (CSS) in 2023 by ICC (International Chamber of Commerce) and Mind the Bridge

Most Sustainable Organizations' at The Economic Times

'Rising Star' category at the BRICS Industry Innovation Contest

Best Tech Brands at ET Best Tech Brands

Iconic Brands at ET Iconic

2024

One of the World's Most Sustainable Companies

Best Organizations in Innovation

Best Organizations for Women 2024' by ET NOW

The Leading Sustainable Organizations in 2024' at The Times Now 3rd edition

Most Preferred Workplaces by Team Marksmen

Most Trusted Companies at The Infotech Forum

Best Brands of 2024 in India by ET Now

and the Analyst recognition highlights the significance of this

AVASANT	Applied AI Services 2024 RadarView	Telecom Digital Services 2024 RadarView			
ISG	Life Sciences Digital Services 2024	Service Now Ecosystem Partners 2024-US			
Everest Group®	Guidewire Services PEAK Matrix® Assessment 2024	Healthcare Industry Cloud Services PEAK Matrix® Assessment 2024	Life & Annuity (L&A) Insurance IT Services PEAK Matrix® Assessment 2024	Quality Engineering (QE) Services for AI Applications and Systems PEAK Matrix® Assessment 2024	Experience-Driven Integrated BFS Operations PEAK Matrix® Assessment 2024
zinnov	Digital Engineering and ER&D Services - **Overall**	Digital Engineering and ER&D Services - **Data & AI**	Digital Engineering and ER&D Services - **Industry 4.0**	Digital Engineering and ER&D Services - **Telecommunications**	Digital Engineering and ER&D Services - **Semiconductor**
HFS	High-Tech Services, 2024				

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The Vision FY'27

Large enterprises no longer want to settle for the duality of scale or speed. Instead, they seek Scale at Speed and the emergence of AI, consumerization of technology, and the evolving demographics are further driving this imperative. TechM is ideally suited to deliver Scale at Speed.

Our Vision FY27 aligns with this evolution. Designed to leverage our competency to deliver Scale at Speed, it will enable us to achieve robust growth in top-line and margins with a high degree of predictability.

Balanced industry mix
High growth services focus
Focus on prioritized market
Turbocharge program
Large deal focus

Growth Strategy

Vision FY27
Top line growth > Peer avg
Industry standard margins
High predictability

Organization Strategy

Operations Strategy

M&M synergy
Talent management
Culture building
Branding & marketing
ESG leadership

Productivity gains
Synergy with portfolio cos
Operational parameters
High margin services focus
Delivery excellence

Scale at Speed™ ...Delivered

Ranked #1 in India and #2 globally

In the "TSV IT services" category of DJSI 2024. With an SP Global ESG score of 88 and an exceptional 100 percentile in its industry.

Unlocking global opportunities

Sahabat AI Makers Lab's Indus 2.0 journey kicked off in partnership with NVIDIA & Indosat.

At WSJ CEO Council for the 9th consecutive year

Tech Mahindra was the presenting council at the CEO Council which brought together global leaders to explore the role of emerging technologies.

Tech Mahindra pavilion at WEF 2025, Davos

Tech Mahindra joined strengths with worldwide industry pioneers, trailblazers, and policymakers to drive important discourses on saddling innovations for feasible development, change, and societal affect.

Our Commitment to ESG Leadership

Extends beyond convention, aiming to redefine industry standards for the betterment of our planet and society.

Integrating sustainability into our core values

Building resilience through strong governance

Reshaping ESG landscape with technology

Delivering client centric sustainable solutions

Net Zero by 2035
31% reduction of Scope 1+2 emissions against baseline FY16 till FY24

Zero Waste to Landfill by FY26 for 13 owned locations
8 of 13 locations certified till FY24

37% Women in organization & 11% in senior management by FY26 Women overall 33.12% in FY24, Women in sr. mgmt. 10.3% in FY24

90% Renewable Energy by FY30
22.96% till FY24

Reduce Water Withdrawal intensity by
20%(11 kl/person) by FY26
5.2 kl/person in FY24

Human Rights assessments for 13 Owned locations by FY26. 9 of 13 locations certified till FY24

Plant 1,50,000 trees by FY26
120,760+ trees planted till Nov 24

Audit 200 Suppliers on Sustainability by FY26 Audited 160+ suppliers till Nov 24

Building a Green Tomorrow

Global Leader In Sustainability

Top Indian company in IT Services on DJSI World Index 2024 and has been ranked 2nd globally with a score of 88 and perfect 100 percentile

Only Indian IT company to receive "A" rating in both the CDP climate change and water security disclosures 2023.

Recipient of HRH Prince of Wales' Terra Carta Seal.

Committed to become Net Zero by 2035 through minimizing and mitigating our GHG emissions.

What Is Sustainability?

Sustainability is like a recipe for a happy and healthy planet.

It means taking care of the environment, people, and resources today so that we all have a brighter and better future.

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At

MAKERS LAB

our mission is to build **smart** machines of the future, engineered with **systems neuroscience** and augmented by **quantum information**.

Academia | **Corporate** | **Government**

Imagination | People | Emotions | Possibilities | Sustainability

Charting the Future with Emerging Technologies

IOT & Robotics | Quantum Computing | Metaverse | Foundational AI

Covid Therapeutic Molecule

Bharat Markup Language

First Meta Bank

Self Reliant Farming

Computational Drug Discovery
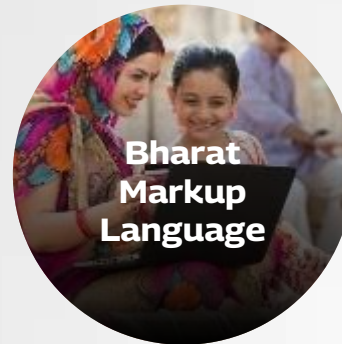
Coding at Your Own Language

First Indian PSU on Meta

Agri App for 140m Farmers

Building Tomorrow, One Innovation at a Time

Front runner in Large Language Models

1. Project INDUS
2. Sahabat AI

Pioneering work for Global Impact – WEF

1. Chatbot RESET
2. Quantum Computing
3. COVID response

AI for Good

1. Bharat Markup Language
2. Atmanirbhar Krishi App
3. Panchang Intelligence
4. Covid Response:
- AI-driven COVID Therapeutics
- SEIR Modelling, SOS Seva, E-Pass, Tele-medicine platform, COVID Bot

Quantum Advancements

1. Quantum GANs for Drug
2. Quantum-Secured Video Messaging

Advanced Innovations in Robotics and IoT

1. Vetturino
2. Hextorq
3. Bionic Arm

2021 Volvo India Innovation Award

Leading Metaverse Innovations in India

1. Metabank Lounge
2. Real Estate
3. Meta Village
4. Omniverse Virtual World Building

We Make a Promise

To deliver the Best human experiences

To provide a Healthy & inclusive environment

Of future-readiness, innovation & learning

For meaningful work, performance focus & career growth

To reward, recognize & celebrate

At **Tech**
Mahindra

We Rise,
For a More
Equal World

With Tech Mahindra Foundation

Established in 2006, Tech Mahindra Foundation is the CSR arm of Tech Mahindra Limited. Guided by the vision of "**Empowerment through Education**," the Foundation drives impactful initiatives in education and employability, with a strong focus on women empowerment, disability and mental well-being. Operating across **12 locations** in India and collaborating with over **84 partners** for **121 projects**, it is dedicated to creating meaningful, inclusive opportunities for all.

Employability

The Foundation under its endeavour SMART (Skills for Market Training) program is making the youth self-reliant by training them with in-demand skills. The flagship employability program aims at reducing the rate of unemployment in the country with skilled industry ready youth.

Education

With our vision of 'Empowerment through Education', the Foundation has extended its support to various government schools, disability focused organisations to bridge the gap from streets to schools by facilitating the students with skilled teachers, improved infrastructure & inclusive environment. The purpose is to improve teaching-learning experiences with sustainable transformations.

At Tech Mahindra Foundation, our projects & programs align closely with the United Nations Sustainable Development Goals (SDG)

We Rise for Greater Good

The Tech Mahindra Foundation is our corporate social responsibility (CSR) arm.
The foundation was established in 2006, with a focus on corporate volunteering.

Disability
72,839
Beneficiaries

Children
2,87,965
Beneficiaries

Employability
2,50,165
Youth Trained

Our Impact

Teachers
62,506
Supported

Volunteering
89,894
Hours (FY 2024)

"Included in youth & children figures"

Wellness Before Business

WoW
Wealth of Wellness portal for all

Insurance
Coverage for you and family*

Wellness First
8 dimensions of wellness

Emotional

Financial

Intellectual

Spiritual

Physical

Occupational

Environmental

Social

27

#UnlockTheNXT

Defining our world-class partnership with

Mahindra Racing

Tech Mahindra and Mahindra Racing's partnership focuses on bringing electric vehicles to the racetrack for a sustainable future. This powerful collaboration aims to push the boundaries of technology and engineering, lead the industry in developing high-performance EVs, and promote sustainable mobility solutions.

A joint initiative between
Tech Mahindra and FIDE.
It is the 1st ever and biggest
official franchise league of its kind
in the world. A unique joint team
format where the chess fans are
treated to a never seen before
PHYGITAL experience.

#TheNextMove

Scale at Speed™

TECH
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Case
Studies

Large investment and retirement provider full ITO and BPO

Value Delivered

15%
Savings in HW & Assets

35%+
Productivity Increase

$120M
Budget Reduction over the term of the Engagement

Solution Proposed

IBM Mainframe take-over and management; Rebadging Client FTEs & Hosting with our Partner

Migration of 200 applications running from 8 DCs in Asia region to Microsoft Azure & Cloud Operations Support for 3000+ instances, 400+ production workloads and 80+ database services; within stringent timelines

Managing Tax neutral proposition in a complex multi-country setup

ML Based Automated process
to predict Lead time

Value Delivered

70%
optimized inventory stocks.

£3 Mn/Month
Free up working capital

£240,000/ Year
Saving finance cost

Solution Proposed

Tech M implemented ML model for predicting lead time using AWS Sagemaker setup.

Lead time is used in statistical formula to calculate Safety parameters (safety stocks and safety hours) using python scripting.

These are used further to derive Reorder point for each part using python scripting

Business Transformation using Pair Programming adoption at scale for 250+ Dev, Computer Vision for Issue identification

Value Delivered

17-20%
Reduction in timelines observed

12-15%
Increase in revenue over past 3 years YoY

2-30%
Reduction in efforts

30% effort saving in writing Junit Test Cases.

Solution Proposed

Engineers will be able to proactively identify installation issues before leaving the site and rectify any defects - potential

SOC Analysts can search through documents on data privacy

implemented Gen AI powered Enterprise Knowledge Search

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GenAI powered Enterprise Knowledge Search for Incident Operations Center and Security Operations Center
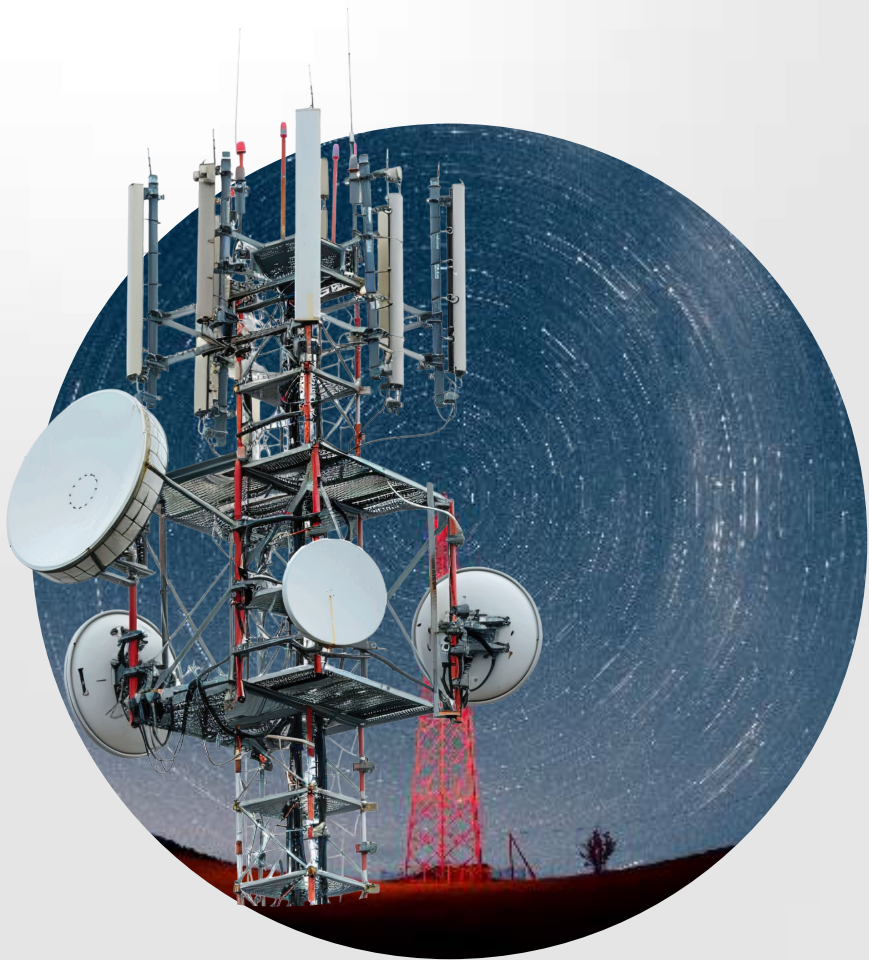
Value Delivered

£500K+
potential saving per Annum

Analytics improved decision-making process and incident response times

Enhanced Information Management

Improved Incident Response with the help of an AI-powered chatbot

Scalability and Flexibility to adapt to changing requirements.

Knowledge Retention helps in refining the chatbot's responses over time.

Solution Proposed

Leveraged chatbot, analysts to quickly determine incident severity, assess impact

SOC Analysts can search through documents on data privacy

implemented Gen AI powered Enterprise Knowledge Search

Analyzing Customer Feedback
to Power Actions Using Generative AI for a Leading American Online Homestays Company

Value Delivered

60%-70%
Productivity Improvement

15-20x Faster
Turn-around times

5-7x Lower costs by
reducing the number
of data annotators

Efficient issue resolution
with multiple languages

Better Customer
Experience

Improved Compliance
& Controls

Solution Proposed

Content Operations
Services & Capabilities
offered data annotation

Productivity benefits
& to hyper-automate

Gen AI with Large
Language Model (LLM)

Prompt to LLM model
(GPT) for summarizing
Client conversations

Enabling a leading Gas Utility Company to Institutionalize Gen AI COE with
Scaling the Experiments

Value Delivered

Reduction in Bot creation timelines by **85% via automation**

Optimize Bot build cost by **97%** via Cloning and Index Aliases

80% cost reduction of Document refresh costs via CRUD indexer 3000+ Users onboarded

80% Reduction in Build & model fine tuning cost

40% cost reduction related to build and train language models

Solution Proposed

Azure document intelligence service

Document chunking using lang chain

Hybrid Retrieval + Semantic Ranking for Azure cognitive search

Azure Open AI, Azure Cognitive Search, Azure Storage

RAG Bots for Content Creation, Summarization and Generation.

TechM was Onboarded as a Strategic Contact Centre Partner for a Leading Telco in UK. Transformation Being the Key Enabler of the Overall Service Operations.

Through our collaboration, we have achieved success for 3+ years

2500+ employees in 4 global centers handling 3 Mn interactions annually

TechM is supporting across the entire Telecom Value Chain. Front and Back Office Operations

Spread across Business and Consumer groups for different product lines – Copper, Fibre Broadband, Landline, TV, etc.

We place a strong emphasis on Transformation as part of our solution offering

Training stimulation solutions implemented for all LOB's which help improved ASAT by 5%

Coaching & Productivity Tools deployment help compliance increase by 20% and productivity enhancement by 10%

Realized 10% improvement in AHT and 5 pts in NPS within a span of 9 months from Ops Efficiencies

10+ Robotics Process Automation Use cases in Pipeline with ~40+ FTE benefits

FAQ Bots are deployed for Tech Support and Loyalty Queues eliminating 50K contacts in 6 months

Intelligent API based BOT pipeline of 10+ use cases with potential FTE savings of 30 FTE

Strategic & Innovative solutions like Process & Task Mining being Implemented

Our Impact
Guiding principles

Agent Enablement

Guided Workflows

Training Simulations

Process re-engineering, baselining &consolidation to extract maximum benefit and achieve ops excellence

Agent Assist BOTs

Data-driven Interventions

Execution Excellence powered by Process & Task Mining

Inclusion of analytics to enable analysis for better data management, Real time reporting of KPI

Future Proof Technologies

Driving Self-Serve

Unified Desktop

Automation of mundane tasks

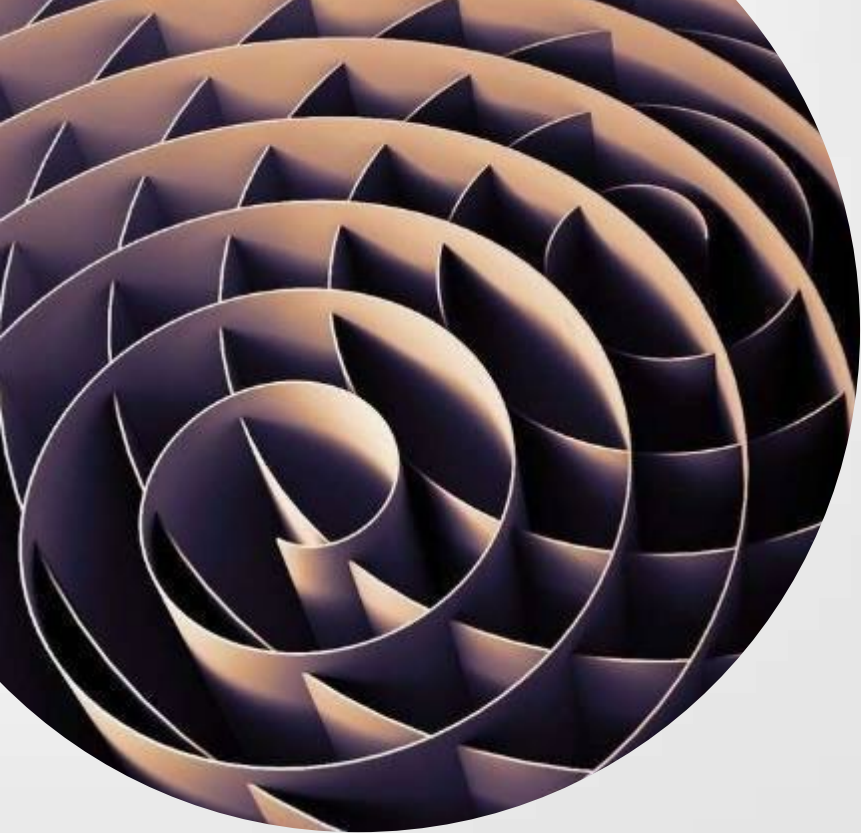# GenAI Content Writing Case Study

USA - 86

Lisbon - 04

India - 23

Scope of work	Curating/Writing summaries to user queries	Rewriting model output	Writing/Rewriting sensitive queries/summaries
	Acting as IQA to review the quality of summaries	Extensive training material on GenAI content writing	Data driven approach to GenAI content writing

70k+
Summaries Written

EN
Language Supported

100+
Writer Headcount

>83%
Current Quality (Target: 80%)

~35Mins
AHT (Target: 40Mins)

10+
Years of Experience Per Writer (Avg.)

Delivery Locations

Writers' Background	GenAI content writing exp. of 10+ years on average	Content editing experience	Subject matter experts in various fields	Qualified PhDs & Masters degree holders	Trust & Safety Content Experts
SME in Areas	Lifestyle & Entertainment	STEM	Business & Finance	Social & Economic Related Subjects	Medical, Law & Other Areas

Challenges

- Extensive and text heavy guidelines for writing summaries. Constant changes to the said guidelines requiring re-training
- Talent acquisition - Finding the right talent for GEN AI writing is crucial. This is a significant challenge
- Tracking performance of each writer and figuring out which area the writers need focus and training to improve
- Due to limited visibility from Client's end, it is difficult to analyse data and see trends

TechM Solution

- We created easy to read training modules. This helped in understanding the complex guidelines and also helped in saving time during re-training. These modules were also updated as per the changes made to the guidelines by the Client
- We have designed assessments at pre-interview and interview stage to gauge the writing capabilities of the candidates. Assessments includes extensive Reading Comprehension, Paraphrase Writing and Review Tests
- Daily KPI reporting and weekly quality reporting, which includes individual performance, helps us to keep track of individual performance
- Requested additional data from Client to perform data analysis to identify improvement areas

Business Impact

- Creating easy to read training modules helped us in saving time in training, resulting in associates spending more time on production
- We recruited the finest writers and we have a solid pipeline of extremely talented writers for further expansion
- Continuous monitoring of quality and other KPIs through consistent reporting
- Highlighted improvement areas through data analysis. This helped us focus on the improvement areas, resulting in focused training efforts

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