

TECH
mahindra



BROCHURE

Digital Governance of Resident Services

AI-powered transformation for modern,
resident-centric local government services

Scale at Speed™

Where Resident Experience Begins:

Residents expect the same seamless digital experience from their council that they get from their bank or their phone provider. Most local governments aren't there yet.

Fragmented systems, manual processes, and siloed departments slow everything down for not only residents waiting on answers but also the staff trying to help them. Tech Mahindra's Digital Governance platform changes that. Built on Pega, it connects departments, automates workflows, and puts residents at the center of every service interaction.

The Problem

Disconnected departments



Residents repeat themselves at every touchpoint because systems don't talk to each other.

Slow resolution times

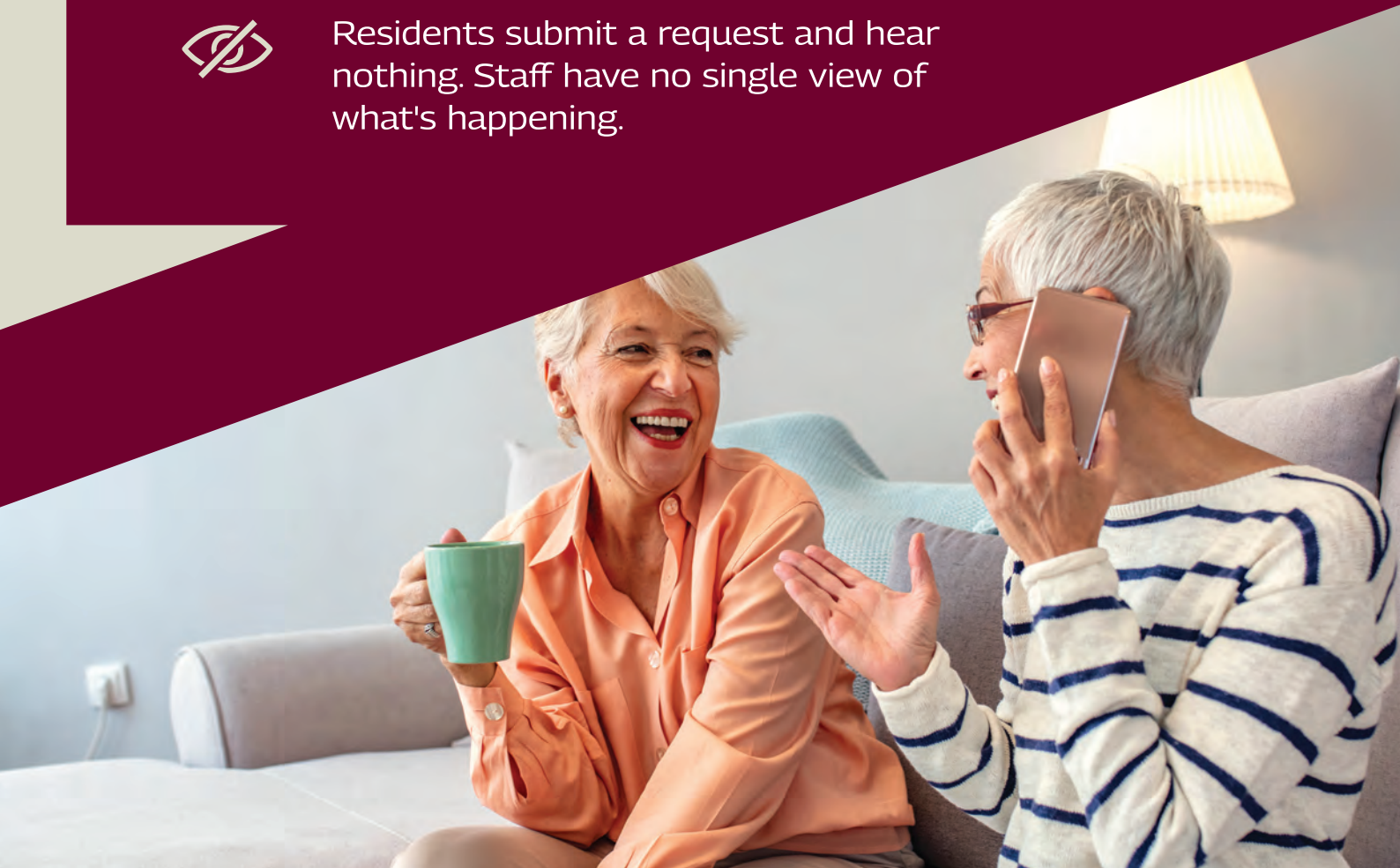


Manual handoffs and paper-based processes mean simple requests take days or weeks.

No visibility



Residents submit a request and hear nothing. Staff have no single view of what's happening.



The Platform

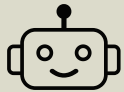
Tech Mahindra's Digital Governance platform for Local Councils harmonizes, orchestrates, and automates resident services across departments, delivered through a pragmatic wrap-and-renew approach that modernizes legacy systems without disrupting live services.

Unified Service Orchestration



One platform connecting departments, workflows, and data – so every resident interaction is handled consistently and completely.

AI-Driven Automation



Intelligent case management, automated eligibility validation, and GenAI-enabled knowledge support that reduces manual effort at every step.

Transparent Service Delivery



Real-time visibility for residents and staff. Every request tracked, every outcome accountable.



What It Delivers

Faster resolution

Significant reduction in service processing time through end-to-end digital workflows

Greater self-service adoption

Residents resolve requests digitally without needing to call, visit, or wait

Lower operating costs

Up to 15% cost reduction by consolidating legacy systems and automating key processes

Stronger compliance

Automated alignment with regulatory SLAs and legislated requirements

Higher first contact resolution

Intelligent automation means fewer handoffs and faster answers

Better staff productivity

Council teams spend less time on admin and more time on decisions that matter

Proven in the Field

State Government Department

End-to-end digital transformation across 15+ complex services including Right to Information, subsidy programmes, hospital management, and loss compensation.

65% reduction in service processing time

Regulatory Body

Core platform capabilities delivered across interaction management, workflow, document management, and reporting. Manual interventions eliminated.

15% reduction in operating costs

Citizen Services Marketplace

Automated platform enabling senior citizens to raise pension enquiries and service requests. Eligibility validation and payment processing, fully automated.

Improved transparency, efficiency, and accuracy across pension services

The Tech Mahindra Approach

Delivered through a wrap-and-renew modernization model, councils modernize at their own pace, without switching everything off and starting again. Legacy systems are preserved where needed, replaced where it matters, and connected throughout.

The result is a platform that is future-ready from day one, and operational from day one.

Next Steps

Tech Mahindra experts will partner with your teams to launch a focused MVP pilot for priority services, deliver measurable outcomes fast, and co-create a roadmap for scaling digital governance across the council.

Write to us:

digitalprocesssolutions@techmahindra.com



About Tech Mahindra

Tech Mahindra (NSE: TECHM) offers technology consulting and digital solutions to global enterprises across industries, enabling transformative scale at unparalleled speed. With 147,000+ professionals across 90+ countries helping 1100+ clients, Tech Mahindra provides a full spectrum of services including consulting, information technology, enterprise applications, business process services, engineering services, network services, customer experience & design, AI & analytics, and cloud & infrastructure services. It is the first Indian company in the world to have been awarded the Sustainable Markets Initiative's Terra Carta Seal, which recognizes global companies that are actively leading the charge to create a climate and nature-positive future. Tech Mahindra is part of the Mahindra Group, founded in 1945, one of the largest and most admired multinational federation of companies. For more information on how TechM can partner with you to meet your Scale at Speed™ imperatives, please visit <https://www.techmahindra.com/>.



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