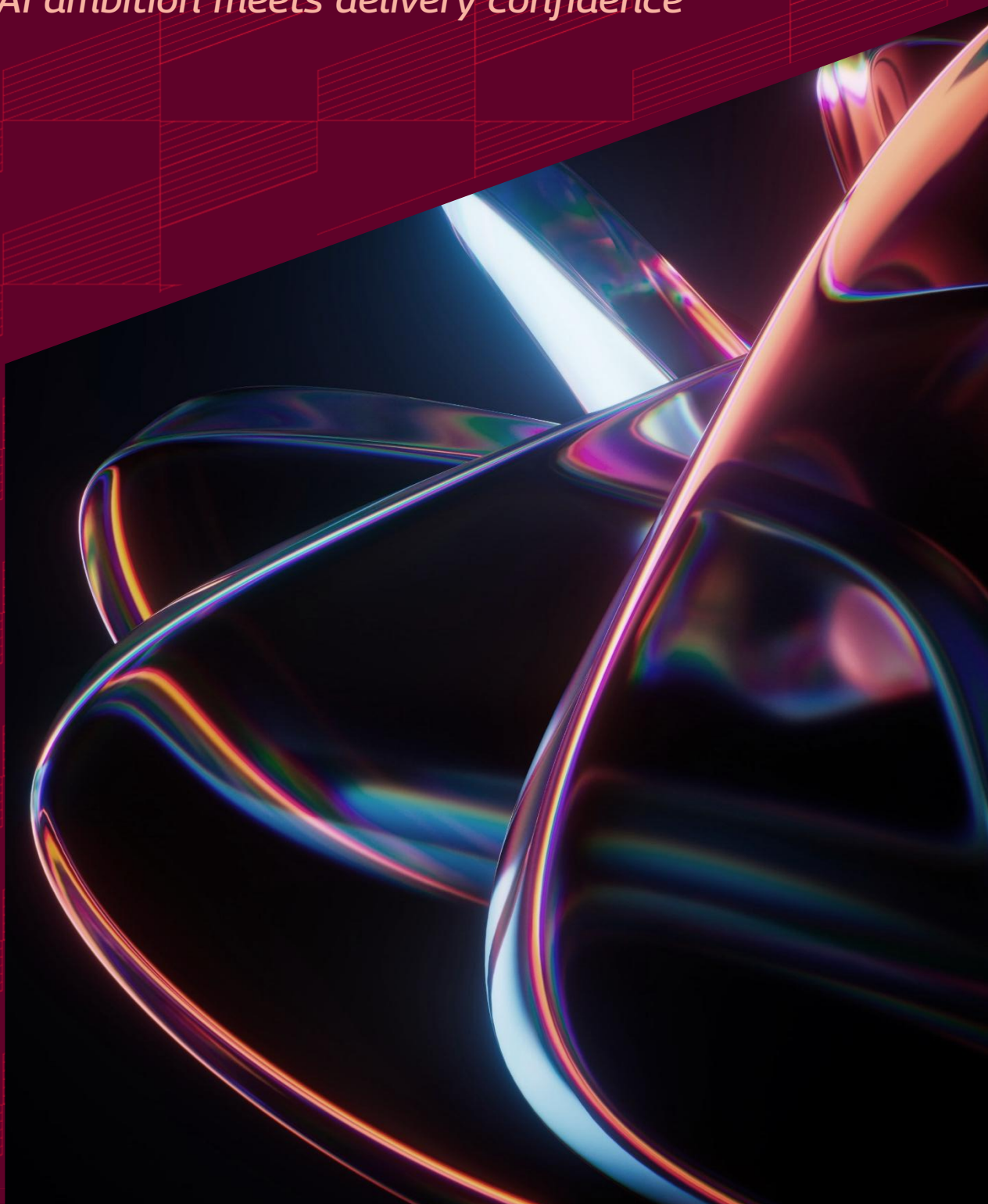


Brochure

# Enterprise AI, Delivered Right

*Powered by Pega*

*Where AI ambition meets delivery confidence*



## A Partnership Built on Outcomes

Some partnerships evolve. Ours has accelerated.

For over two decades, Tech Mahindra has been at the forefront of enterprise transformation with Pega, growing from early consulting engagements to becoming one of Pega's most recognized global partners. Today, our strength lies in delivering consistent, high-impact outcomes across complex enterprise environments.

With deep domain expertise, a strong global team, and a proven implementation track record, we focus on driving measurable, repeatable results at scale.

We don't just deliver implementations. We deliver outcomes that scale.

**1,000+**  
Pega  
Practitioners

**750+**  
Successful  
Implementations

**100+**  
Pega Clients

**50+**  
Solutions and  
Accelerators

**10+**  
Partner and  
Analyst  
Awards

**4.95 / 5**  
**CSAT**

# Our Partnership Story

*Two Decades. One Direction.*

## Foundation Era

Premier partnership established. Pega competency built from the ground up. Key enterprise clients engaged across verticals.



## Growth Era

Center of Excellence and innovation focus established. Multi-year, multi-country engagements executed. Transformational programs delivered at scale.



## Global Era

Strategic global partner status achieved. Industry vertical solutions and platforms launched. Joint go-to-market programs activated.



## Digital Era

Increased focus on digital and AI-driven transformation. Joint go-to-market alignment deepened. Exclusive ISV partnership for Warranty and Aftermarket solutions established.



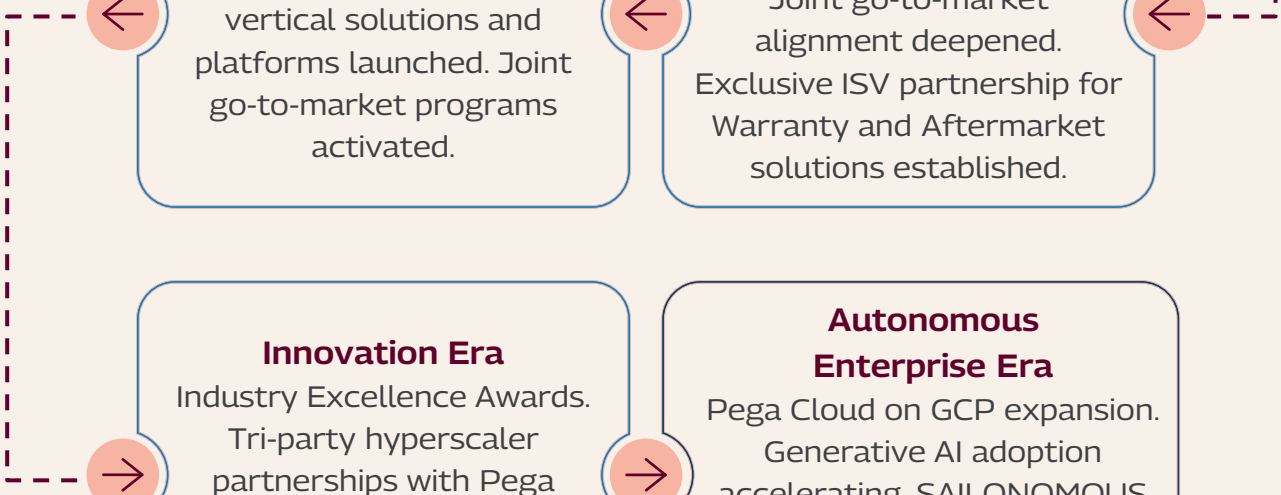
## Innovation Era

Industry Excellence Awards. Tri-party hyperscaler partnerships with Pega and AWS. Innovation-led AI pilot programs delivered to customers.



## Autonomous Enterprise Era

Pega Cloud on GCP expansion. Generative AI adoption accelerating. SAILONOMOUS platform driving legacy modernization and autonomous enterprise delivery at scale.



## What We Deliver

### *Full Lifecycle Pega Capabilities*

Tech Mahindra covers the complete Pega journey, from strategy through to scale. No gaps. No handoffs to third parties.

#### Advisory and Consulting

Rapid application development with Pega Gen AI Blueprint, value creation frameworks, cloud migration strategy, Gen AI-enabled Pega application design.

#### Delivery Excellence

End-to-end design, development, testing, and support, UI/UX transformation, Pega Center of Excellence setup and operation, legacy modernization and transformation.

#### Specialization Areas

Pega industry frameworks configuration, customer service and contact center transformation, Pega Customer Decision Hub powered solutions.

## Our Offerings

*From Strategy to Scale, we cover the full Pega Journey.*

- **Pega Heritage Modernization** Migrating enterprises to Pega as a Service on AWS and GCP, and maintaining Pega estates at the latest version. Protecting existing investment while preparing for what comes next.
- **Legacy Modernization** A tri-party partnership with Pega and AWS to transform Mainframe, Lotus Notes, and legacy BPM platforms into scalable, AI-first enterprise platforms using Pega Gen AI Blueprint and Tech Mahindra accelerators.
- **Pega Cloud Migration** Structured, low-risk migration to Pega Cloud, with upgrade management, performance optimization, and continuity of service throughout.
- **Customer Decision Hub** Powering real-time, 1-to-1 personalization at enterprise scale. From next-best-action in contact centers to always-on marketing and AI-powered collections decisioning.
- **Industry Solutions** Deep domain IP encapsulated in platforms and solutions across Manufacturing, Telecom, BFSI, Healthcare and Life Sciences, and Public Sector. Available through ISV marketplace selling channels.
- **Pega Managed Services** Ongoing solution enhancements, continuous improvement, and support operations, keeping Pega investments performing and evolving.

# Our Key Industry Offerings

*Deep Domain. Proven Impact.*

Tech Mahindra covers the complete Pega journey, from strategy through to scale. No gaps. No handoffs to third parties.



**Financial Services and Banking** Digital Lending, Smart Disputes, Payment Investigations, Collections, CRM Modernization with CDH, Contact Center Transformation



**Insurance** Underwriting, Claims Management, CRM Modernization with CDH, Contact Center Transformation



**Manufacturing** AftEAZE Warranty and Aftermarket Platform, Order and Service Lifecycle Management, Digital Cockpit and Operations Management, Dealer Service and Extended Contracts Platform, Vehicle Maintenance Planning and Pricing, RPA and Robotics for Shared Services



**Healthcare and Life Sciences** Discovery Research Platform, Advanced Clinical Platform, Clinical Operations Digital Hub, Provider Lifecycle Management



**Telecom** Order Management, 1-to-1 Customer Personalization, Legacy OSS Modernization, Service Order Transformation



**Public Sector** Citizen Services, Workflow Automation, Case Management



# SAILONOMOUS

## Tech Mahindra's Innovation Engine for Pega

- SAILONOMOUS is Tech Mahindra's proprietary platform that brings the vision of the autonomous enterprise to life. It is not a single tool. It is a portfolio of Industry Blueprint Libraries, Platforms, Solutions, Frameworks, Tools, and Utilities built across industry micro-domains and delivery value chains.
- Through SAILONOMOUS, Pega-powered solutions can be rapidly conceptualized, configured, and deployed – reducing time to value while delivering predictable outcomes and progressive ROI.
- Across customer deployments, SAILONOMOUS has delivered **15% productivity gains** and **20% improvement in quality**.

## What it Enables



Partner Powered Gen AI Blueprint for rapid application modelling



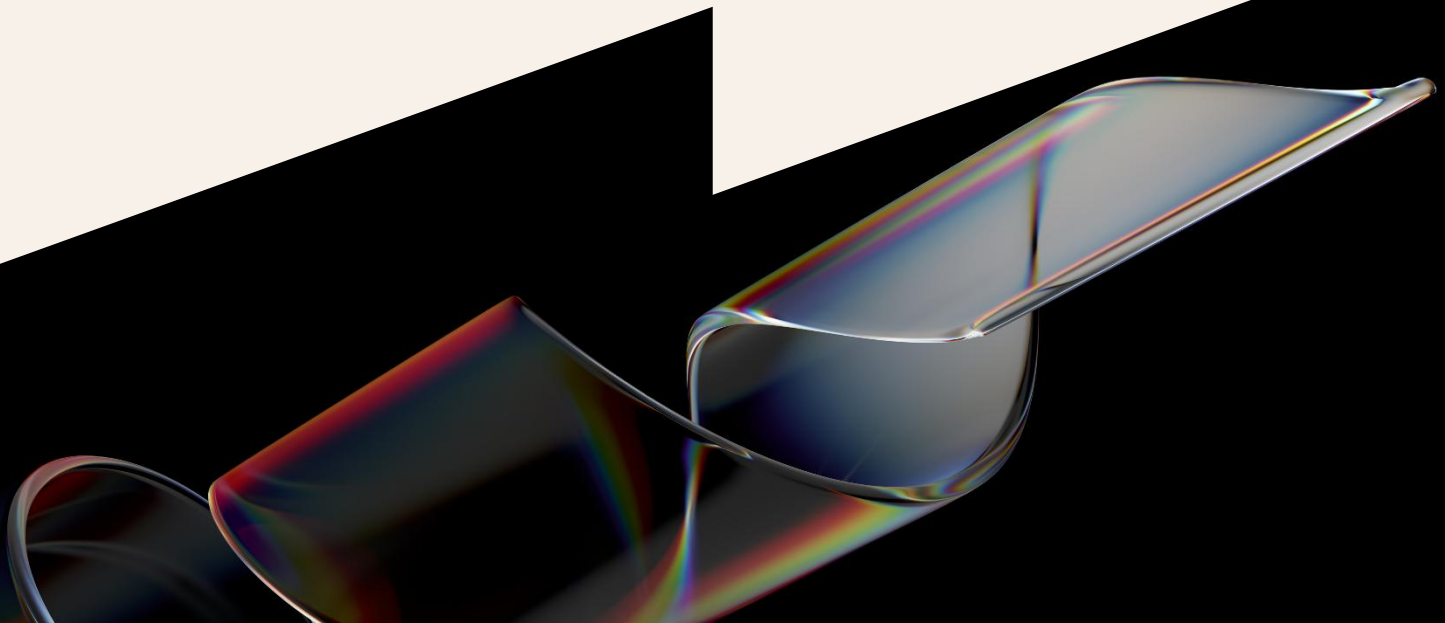
Industry platforms and solutions built on AWS Gen AI and Cloud Services



A marketplace of AI tools, accelerators, and reusable components spanning every phase of the enterprise app lifecycle

Industry expertise is only as powerful as the platform that delivers it. That platform is SAILONOMOUS.

Beyond the platform itself, Tech Mahindra has built a suite of proprietary AI tools that plug directly into the Pega ecosystem. Industry-agnostic, immediately deployable, and engineered to deliver tangible business outcomes, these tools extend Pega's native capabilities with TechM-built intelligence at every stage of the delivery lifecycle.



# AI Across the Delivery Lifecycle

*Every phase of your Pega journey, accelerated by intelligence.*

The enterprise evolution from analog to digital is now entering its next phase: agentic transformation. Pega's platform capabilities combined with Tech Mahindra's proprietary tools and accelerators, deliver speed, quality, and confidence at every stage of the delivery lifecycle.

	Pega (OOTB)	Tech M Built
<b>Phase 1:</b> Discovery and Assessment	<ul style="list-style-type: none"><li>▪ Pega Blueprint</li><li>▪ Customer Engagement Blueprint</li></ul>	<ul style="list-style-type: none"><li>▪ Legacy Lens</li><li>▪ App Analyzer</li></ul>
<b>Phase 2:</b> Design and Architecture	<ul style="list-style-type: none"><li>▪ Pega GenAI Coach</li><li>▪ Pega Predictable AI Agents</li></ul>	<ul style="list-style-type: none"><li>▪ One Insight</li><li>▪ Learn Smart:</li></ul>
<b>Phase 3:</b> Build and Development	<ul style="list-style-type: none"><li>▪ Ad Hoc Workflows</li><li>▪ Pega Agentic Process Fabric:</li></ul>	<ul style="list-style-type: none"><li>▪ Guardrail Manager</li><li>▪ SenseEaze</li><li>▪ Lean Smart</li></ul>
<b>Phase 4:</b> Testing and Quality	<ul style="list-style-type: none"><li>▪ Pega Knowledge Agent</li><li>▪ Pega Predictable AI Agents</li></ul>	<ul style="list-style-type: none"><li>▪ One Insight</li></ul>
<b>Phase 5:</b> Deployment and Go-Live	<ul style="list-style-type: none"><li>▪ Pega Blueprint</li><li>▪ Pega Predictable AI Agents</li></ul>	<ul style="list-style-type: none"><li>▪ Legacy Lens</li><li>▪ App Analyzer</li></ul>
<b>Phase 6:</b> Support and Continuous Optimization	<ul style="list-style-type: none"><li>▪ Pega Knowledge Agent</li><li>▪ Chat with your Data</li></ul>	<ul style="list-style-type: none"><li>▪ Log Analyzer</li></ul>

# Proof at Scale

## ROI-Led Outcomes Across Industries

**\$3.75 return for every \$1 invested**

*Leading financial services organization-*  
Shared services and CRM transformation

**\$60 million annual savings**

*Fortune 20 manufacturer-*  
Pega as enterprise platform for process automation with \$4bn in warranty claims processed

**83% reduction in Average Handling Time**

*Leading financial services firm-*  
Internal process automation

**\$50 million annual ROI**

*Global automotive conglomerate-*  
Anomalous repair control and customer service transformation

**\$40 million annual ROI**

*Top automotive manufacturer-*  
AI and ML powered transaction identification with policy rules engine

**\$30 million annual ROI**

*Leading trucking major-*  
Warranty, extended service contracts and supplier recovery

**\$20 million annual ROI**

*American trucking organization-*  
End-to-end warranty and service lifecycle management

**TAT from 5 hours to 45 minutes**

*Leading bank-*  
Loan origination across mortgages, personal loans, and credit cards

**20% improvement in retention management**

*Major US telecom,*  
AI-powered collections and retention decisioning

## Recognition That Speaks for Itself

Innovation and Industry Excellence Award, Pega

Partner of the Year for Industry Excellence, Pega

Excellence in Digital Transformation, Pega

ISG Digital Case Study Award

Recognized by Gartner, Everest Group, HFS, and Avasant

## Why Tech Mahindra for Pega

- **ROI-Driven Delivery** Every engagement is anchored to measurable business value. Our clients have collectively achieved cost reductions exceeding \$800 million through Pega programmes delivered by our teams.
- **Industry Depth** Global templates, application models, and process rules built from hundreds of real-world implementations. We bring pre-built intelligence to every engagement, so clients don't start from zero.
- **Complexity at Scale** We integrate with 1,000+ enterprise systems, operate in 50+ countries, and support 20+ languages. When an enterprise is large, distributed, and complex, we are built for it.
- **Start Green, Stay Green** Our delivery framework 'Start Green, Stay Green' is a commitment to cost, quality, and schedule. Not just at go-live. Throughout the life of the program.

## 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/>.

\*Figures as per Q4, FY 26.



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