



## Order Management

Powered by Pegasystems



### Business Situation

In an ever-changing business environment, enterprises face pressures from customer demands, evolving technology, and complexities related to enterprise size. Increasingly, enterprises are expanding their footprints to multiple geographies and dealing with multiple vendors to remain competitive. In these scenarios, enterprises are looking for business solutions that enable them to manage their internal complexities in order to deliver first-class service to their customers.

Tech Mahindra's Order Management solution places customer relationship management at the center of its focus. The first customer touch-point, order management must be handled skillfully. Our end-to-end Order Management solution covers all aspects of processes and services – from generating the lead to closing the deal.

### Business Challenges

- Pressing need to optimize supply chain processes
- Seamless multiple supplier/vendor collaboration
- Integration with legacy systems across the value chain elements
- High operating costs
- Mitigating and adapting to risks in supply chain
- Tracking different policies, procedures, and regulatory systems
- Increased time-to-market leading to lost business opportunities

### Solution Overview

The Order Management solution is designed based on extensive market research and incorporates features that are customizable for different processes for various verticals. This ensures that the solutions can be built quickly.

The solution's configurable workflow will help businesses manage their enterprise orders by catering to all requests along the workflow – from generating leads to closing deals.

### Making the most of Pega

The Tech Mahindra solution offers a fully configurable single portal for managing enterprise orders with built-in capabilities for routing, exception handling, reminders, external system integration, and more.

Features, such as customizable in-built templates and an always-available document repository, make monitoring and reporting processes efficient. The Multi System Interface and Procurement Database ensure seamless vendor management. Project management tools with dynamic case management help keep track of the orders while allowing for the inclusion of unknown risks.



## Solution Components

This solution has a layered design approach:

- Services Layer: Readily consumable information and templates for users along the order management workflow
- Processes Layer: All the processes essential for the vertical to manage enterprise orders
- IT Layer: Custom features from Pega such as project planning and management, document repository, and reporting templates
- Workflow Layer: Configurable work flows, SLA management, customized business rules, etc.
- Easy integration with other business systems

## Solution Benefits

- Clear definitions of roles result in fewer delays
- Improved monitoring and reporting including performance by node and root cause delays
- Optimal procurement scheduling lowers inventory cost
- Tight integration with billing reduces revenue leakage
- Focuses business managers on sales, improving efficiency
- Increased automation and water-tight WFM lower error rate
- In-built templates result in faster design and pricing steps
- In-built tools facilitate project management

## About Tech Mahindra

Tech Mahindra represents the connected world, offering innovative and customer-centric information technology services and solutions, enabling enterprises, associates, and the society to Rise™. We are a USD 2.7 billion company with 84,000 professionals across 49 countries, helping 540 global customers including Fortune 500 companies. Our Consulting, Enterprise, and Telecom solutions, platforms, and reusable assets connect across a number of technologies to derive tangible business value.

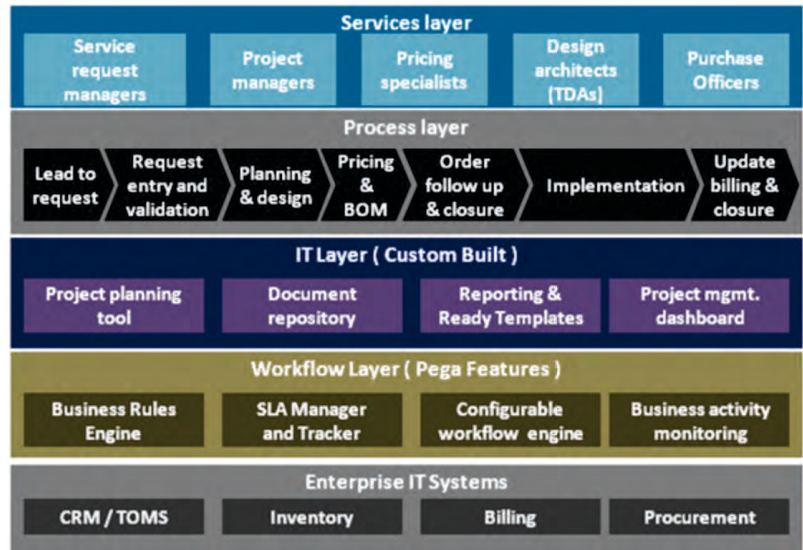
We are part of the USD 16.2 billion Mahindra Group that employs more than 155,000 people in over 100 countries. The Group operates in the key industries that drive economic growth, enjoying a leadership position in tractors, utility vehicles, information technology, and vacation ownership.

Connect with us at [www.techmahindra.com](http://www.techmahindra.com) | [connect@techmahindra.com](mailto:connect@techmahindra.com)

## About Pegasystems

Pegasystems Build for Change® technology is the heart of better business software. It delivers business agility and empowers leading organizations to rapidly close execution gaps and seize new opportunities. Pegasystems is the recognized leader in business process management and is also ranked as a leader in customer relationship management software by leading industry analysts. For more information, please visit us at [www.pegasystems.com](http://www.pegasystems.com).

## Solution Framework



## Industry Scenarios

- **Manufacturing:** Contract manufacturing deals with multiple suppliers. Integration with their legacy systems is critical. Lack of such optimization leads to increase in costs and risks.
- **Aerospace:** Aerospace manufacturing sources and assembles multiple key components. Dealing with involved processes requires precision monitoring and tracking for effective project management.
- **Hitech:** From a network operations perspective, working with several telco operators in a region, along with multiple equipment vendors can delay implementation cycles.