

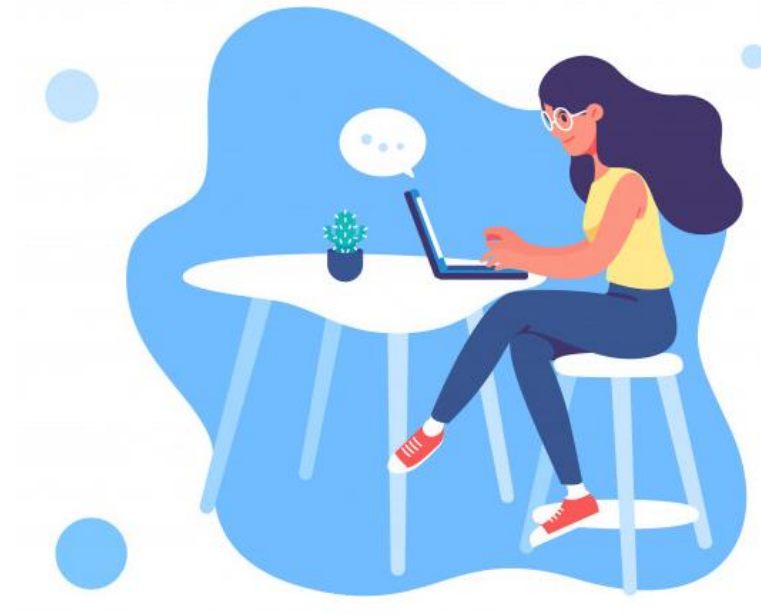
**Repurpose,
Reimagine &
Revitalize**

**TechM Work at Home
Global Operations
Solutions**



- Over 20,000 agents deployed from home offices all across the globe during COVID outbreak.
- Global geographies including US, Canada, Australia, UK, Ireland, mature Europe, mature APAC.
- Vertical markets: retail, technology, telecommunications, travel, financial services, healthcare, automotive, government.
- Channels: voice, chat, email, back office and social media support.
- Geographically distributed hiring model – not hub and spoke.
- Agents are TechM employees, not independent contractors or sole proprietorships.

**Tech
Mahindra** Work@Home



- **Business continuity** – Employing remote agents allows TechM to be nimble and responsive in keeping the business going in the face of a natural disaster or other crisis. When a crisis does occur, calls can be quickly routed to WAH programs.
- **Flexibility & ability to meet demand curves** – By bringing home-based workers online quickly, we are able to better respond to changing demand on a daily or seasonal basis, without hiring for peak hours.
- **Ability to target unique skill sets** – By leveraging a geographically distributed hiring model, we are able to significantly expand our hiring footprint which enables us to target specific talents and skill sets that may be challenging to hire using a traditional site-based model.
- **Access to Local Talent** – Companies are increasingly seeking contact center partners that can find and quickly deploy local resources required to support local customers.



- **Improved results** – Our “distributed” or “geographically dispersed” hiring model taps into a global talent pool, which leads to much more selective hiring and ultimately yields better achievement of client KPM’s.
- **Improved efficiencies** – Our WAH programs utilize part-time schedules that contain multiple start & stop times within the same day, which provides a better staffing solution for erratic call traffic and lead to improved efficiency.
- **Cost Savings** – By using at-home workers, we can avoid building or renting new contact center facilities and can gain efficiencies that lower overall contact center cost.
- **Going green** – Our at-home workers avoid commuting, thus reducing their carbon footprint. This saves money for the employee, while helping the environment at the same time.





1stScreen® Work from Home PC Spec Check

Work from Home PC Spec Check is a simple click and test URL that is easily deployable over standard high-speed internet. The tool runs a simple automated test on the users workstation to determine if minimum PC specifications have been met that are needed to work from home. GUI included for supervisors to manage results.



Specs

- ✓ Operating System
- ✓ Java
- ✓ RAM
- ✓ Processor, Processor speed
- ✓ Soundcard
- ✓ Graphics Card
- ✓ Internet Connection
- ✓ Internet Speed (up / down)
- ✓ Router

