TECH mahindra

Brochure

Industrial Service Management: Transforming the Aftermarket Value Chain

Modernize service operations, maximize asset uptime, and drive resilient revenue through digital-first industrial solutions

Introduction

We have spent decades partnering with global leaders to deliver innovation across the value chain. However, we observe a critical recent industry shift: the aftermarket is no longer a secondary function but a primary driver of economic resilience. Industrial manufacturers, from power equipment to heavy machinery, face customers who are increasingly frustrated with rigid purchasing journeys. These end-users are now diversifying equipment brands and prioritizing in-house repairs and automated features.

These trends imply that staying competitive requires evolving from an equipment provider into a true aftermarket partner. We make this digital transformation a reality, ensuring your manufacturing value chain is efficient, your operations are safe, and your enterprise remains sustainable.

Our Solutions

We provide a comprehensive ecosystem of homegrown platforms, partner solutions, and consulting frameworks designed to modernize industrial service. Our approach centers on deep-domain expertise to eliminate IT tool proliferation and replace fragmented legacy systems with unified, data-driven architectures.

Our portfolio allows you to:

- Conduct business process and digital maturity assessments to guide platform selection across service and dealer management

- Deploy an Agent First, AWS-based service management platform to empower frontline workers with intelligent automation

- Optimize global parts pricing through our Syncron-based management and optimization platform

- Streamline dealer networks using integrated dealer management systems such as ElvaDMS and Excellon

- Implement end-to-end remote service management with predictive analytics to minimize asset downtime

By integrating these components, we ensure every stakeholder—from the back-office planner to the field technician—operates with real-time intelligence to meet shifting market demands.
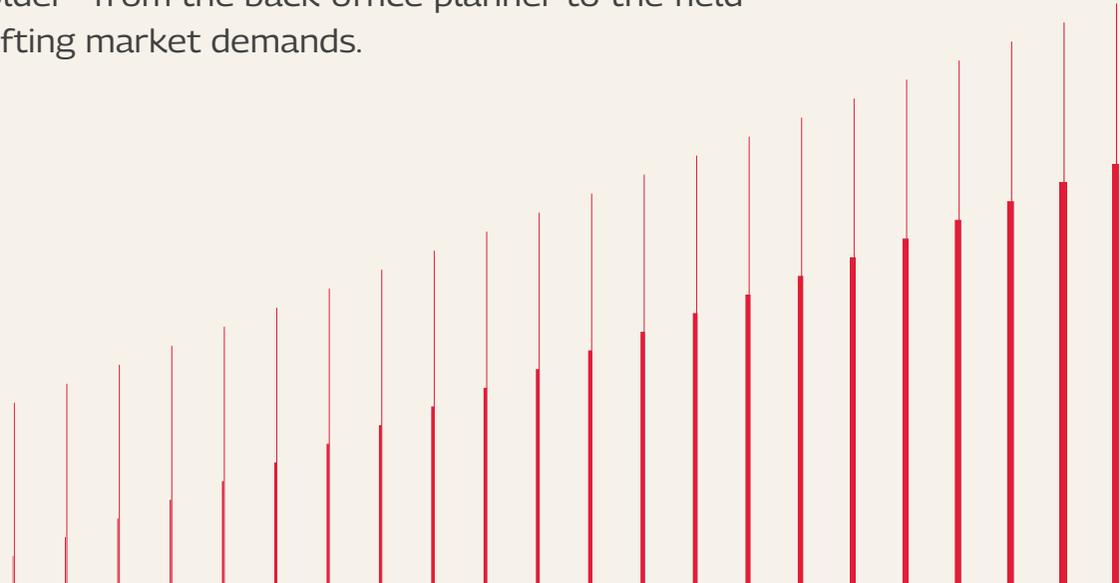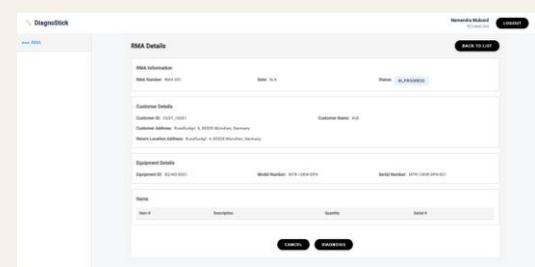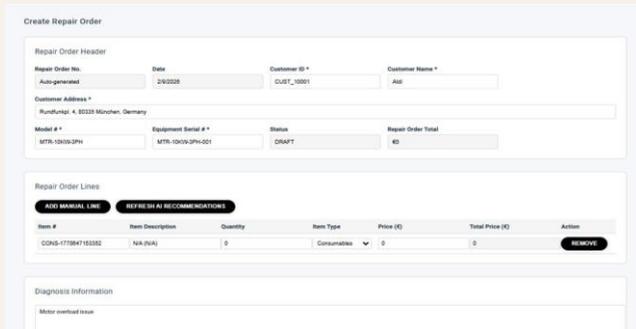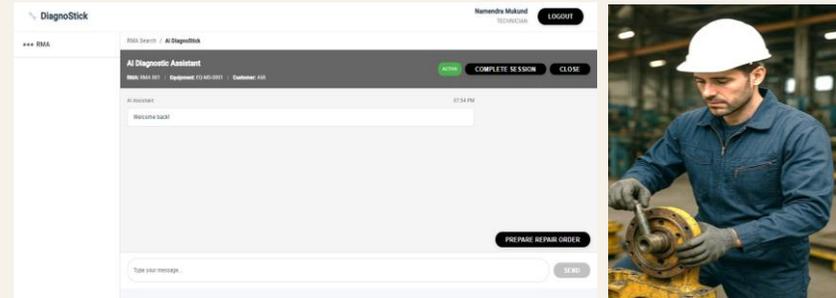
Equipment received at Repair Center (for repair)
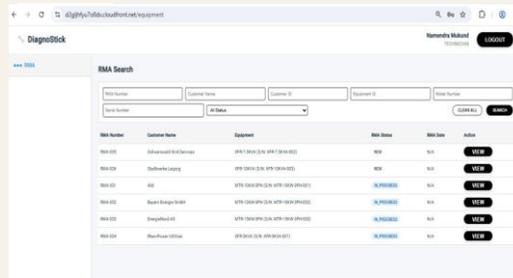
Technician Searches for RMA document

Refers RMA details and initiates diagnosis

After completing repair AI Agent auto creates a Repair Order and integrates with ERP

Technician performs diagnosis and repair with help of AI Assistant

Figure: Industrial service management platform – agentic repair center management module

Unlock Benefits

Partnering with us delivers measurable operational improvements:

- Reduce equipment mean-time-to-repair (MTTR) by approximately 20%

- Improve industrial customer CSAT scores through seamless service journeys

- Strengthen operational efficiency and inventory control across the dealer network

- Enhance user experience and productivity for service management professionals

- Rationalize the industrial service application portfolio by 25% to 30%

Our Product, Your Success Stories

Grid Solutions Transformation

A U.S.-based energy equipment manufacturer needed to replace its fragmented service management platform. We assessed their business processes and IT landscape and mapped their requirements to a unified Salesforce platform. This transformation is expected to reduce tool proliferation and deliver streamlined business process improvements.

Dealer Network Optimization

We implemented a comprehensive dealer network solution for a construction equipment manufacturer in Ireland. The deployment resulted in heightened operational efficiency, superior inventory control, and actionable business insights across the network.

Parts Pricing Precision

For a farm equipment manufacturer, we implemented a parts pricing management solution to automate business processes. This led to better market alignment and customer differentiation, ultimately increasing service profit margins by up to 10%.

Remote Service Excellence

We delivered an end-to-end remote service management solution with predictive analytics for a leading power generation OEM. By monitoring 500+ gas turbines across 120 locations, we achieved 94% of asset availability.

Creating a Tech-Powered Industrial Service Management Value Chain, Together

We empower you to modernize the aftermarket and outpace industry shifts. By addressing roadblocks in the equipment journey and the demand for smarter service, our solutions reduce downtime and maximize asset availability. Our blend of agentic platforms and consulting expertise ensures your service operations function as a competitive differentiator. Partner with us to achieve measurable impact and drive an end-to-end industrial service transformation.

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 149,000+ 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 Q3, FY 26.

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