

BROCHURE

# Next-Generation Service Desk Solution for Smarter Support

Empowering end users and elevating experience with agentic AI-powered solutions





Over 50% of customers remain loyal to brands that deliver consistently strong experiences—despite countless alternatives. End-user support is central to building that trust and loyalty.

TechM's next-generation Service Desk solutions leverage GenAI, analytics, automation, and agentic AI to redefine support, enhance efficiency, and create lasting value.

## AI-Led Service Desk Transformation

We redefine support with GenAI-powered, and multi-agent solutions that enable rapid resolution, collaboration, and productivity. Our supervised autonomous system enables agent reskilling and harnesses the power of advanced analytics to elevate support, improve average handle time (AHT), and decrease first resolution time (FRT) while reducing operational costs. With the use of agentic AI orchestration, GenAI-enabled operations, self-healing workflows, and predictive insights, our clients are achieving new levels of efficiency and building memorable customer experiences.

## Global Next-Gen Service Desk at a Glance



**8700+**

Professionals & Bots



**15+**

Industries



**26+**

Countries



**47+**

Delivery Centers



**42+**

Languages



**93+**

Global Clients



Agentic AI, GenAI,  
Predictive intelligence



**3.7 Million Contacts:**  
phone, email, tickets, chats  
and digital sources

2025 Avasant  
Disruptor Digital  
Process Transformation

### Tiered Service Offerings

**Global Desk:** Easy integration for global support; people-and process-led

**Digital Desk:** Empowering users with specialized support; technology-led adoption

**NexGen Desk:** Digitized end-user experience with GenAI, self-heal, self-help, and agentic AI

2025 ISG Leader  
Future of Work  
Services

### Support Catalogue

**L1/L1.5:** Triage, issue resolution, and user enablement

**L2:** Salesforce, SAP, Infrastructure services

**GenAI or Agentic AI:** Self-help, chatbots, and automated services

**Service management:** Incident management (IM), problem management (PM), major incident management (MIM), configuration management (CM)

**Tooling:** ITSM, Self-heal, orchestration, Analytics, predictive intelligence, SNOW, voice bot, AI-based voice translation

**Monitoring:** Tool-based

2025 Everest Major  
Contender Customer  
Exp Management

### Service Maturity

Transitioned 100+ engagements

20+ years of delivery experience

Persona-based industry vertical solutions

Industry benchmarked Services

Outcome-based integrated delivery model

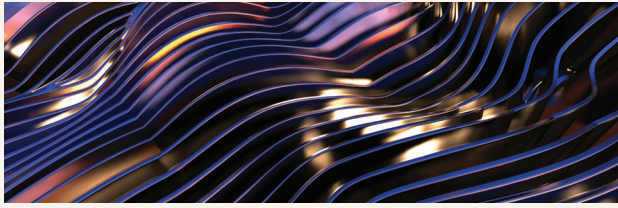
2025 IDC Major Player  
Hybrid IT Infra  
Consulting

### Business Impact

- Achieved a 4.8+/5 end user experience score
- Enabled over 80% digitization
- Reduce ticket volumes by over 40%
- Resolved over 40% of queries through Agentic AI-powered self-service
- Achieved 80-90% AI-driven IT operations
- Reduced end-user downtime by over 30%

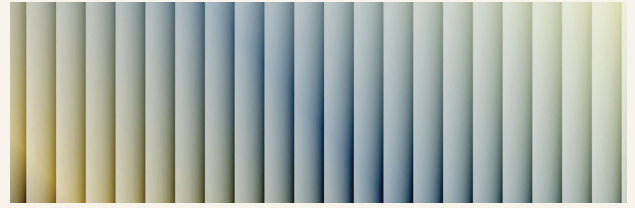


# Autonomous IT Operations with TechM Orion



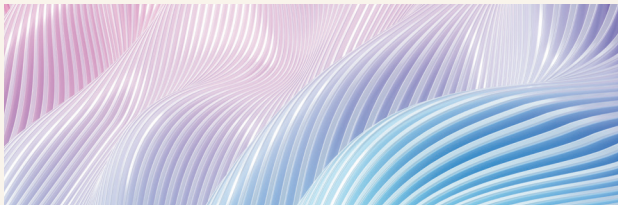
## AI Brain Agentic AI Orchestration

Multi Agent Collaboration | Autonomous Diagnostics and Execution | Self Learning



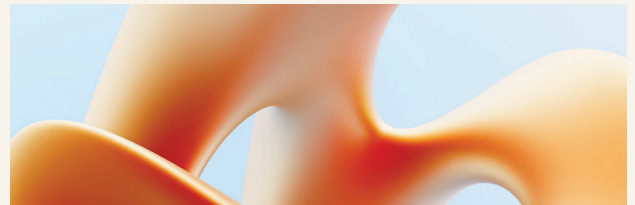
## AI Assistant GenAI-Enabled Operations

Summarization | Instant triage | SOP suggestions | LLM-Powered Enterprise Search



## AI Remediator Self-Healing Workflows

Proactive Remediation | Intelligent Root Cause Analysis



## AI Forecaster Predictive Insights

Anomaly Detection | Trend Analysis | Proactive Alerts

## Multi-Agent Architecture

*Plans, searches, analyses, executes, responds, validates and continuously learns*

### Predictive Intelligence

- Incident prediction
- Outage correlation
- Auto detection of anomalies
- Automated self-heal actions
- Noise reduction
- Autonomous remediation agents

### Self Service

- Personalized catalogues
- AI search and dynamic suggestions
- LLM-powered knowledge base and auto-generated answers
- Form automation and workflow triggers
- AI guided Resolution

### Automated Resolution

- Auto runbook execution
- Multi-system workflows with intelligent integrations
- Auto-ticket classification, summarization and assignment
- Reactive or assisted remediation

### Conversational AI

- Multi-lingual voice and text-based agents
- Natural language understanding (NLU) - contextual memory for multi-turn dialogs
- Adaptive AI: Smart, predictive replies powered by LLMs
- Sentiment analysis: Emotion-aware routing or handoff

### Human Experts

- Context-rich ticket view
- Agent assists for complex sentiment aware guidance
- Continuous learning loop built on knowledge, context, insights, and automation for self-improvement
- Escalation to specialized teams

# Key Benefits of AI-Led Service Desk

- Digitized end user journey
- Enhanced End-user Experience
- Intelligent IVR, GenAI-Enabled self service
- Real Time AI-based voice translation
- Reduced end user downtime
- Reduced Ticket Ageing
- Enhanced Resolution Quality
- Multilingual Voice and Chat solutions
- Reduced Ticket Hops



## A Future Shaped by Intelligent, Autonomous Service Desk

Tech Mahindra's AI and analytics powered Service Desk solution go beyond addressing today's support challenges, they redefine how modern service desks operate. By enabling autonomous, agentless support through intelligent self-service, zero-touch issue resolution, and self-healing capabilities, we help organizations resolve a significant volume of requests without human intervention. Combined with automation of high-volume tasks, unified service management, enhanced knowledge sharing, and agentic AI assistance, our solutions create resilient, always on support experiences that scale with business needs.

Backed by decades of expertise and a proven legacy of service desk transformation, our approach is simple: automate routine operational work and empower AI to resolve common issues independently, allowing human agents to focus on complex problems, strategic initiatives, and meaningful customer interactions that build trust and drive loyalty.

Discover how to unlock the full potential of your service desk and transform it from a cost center into an empowered experience enhancement center.

Write to us at

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## 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 recognises 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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