

# Tech Mahindra and Smart Energy Water Accelerate Digital Transformation for Energy and Water Utility Industry Globally

*Technology*

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*End-to-end digital offerings for the seamless transformation of operations to make enterprises future-ready and enhance customer experience*

**New Delhi – September 11, 2020:** Tech Mahindra, a leading provider of digital transformation, consulting, and business re-engineering services and solutions, and Smart Energy Water (SEW), a global energy and water cloud platform provider delivering the best customer and workforce experiences to global electric, water and gas utilities, today announced a global partnership to accelerate digital transformation for energy and water utility industry. Tech Mahindra will deliver end-to-end digital solutions accelerating digital transformation for enterprises to make them future-ready with the seamless transformation of operations and enhance the customer experience.

Tech Mahindra with its leading technology and software capabilities will assist SEW in their product development journey to build industry solutions, further to manage speed, scale, and availability for successful integration of cloud services, systems integration, managed services, and consulting services projects. As part of the collaboration, SEW's Digital Customer Experience (CX), Workforce Experience (WX), Artificial Intelligence (AI), and Machine Learning (ML) will enable clients to develop a cost-effective digital

transformation strategy.

**Ritesh Idnani, President, Business Process Services, Tech Mahindra,** *said, “As a global digital transformation provider, we support enterprises to adapt the fast-changing digital landscape with scalable, replicable, and sustainable outputs. The partnership with Smart Energy Water (SEW), will enable our energy and utility customers to develop agility and generate greater efficiencies across operational business units, thus significantly improving customer experience and accelerating innovation in rapidly changing markets.”*

Tech Mahindra and SEW will also develop and deliver a complete and personalized solution for the utility industry customers that can meet dynamic customer needs and create a connected experience. The partnership between Tech Mahindra and SEW will help in a rapid and consistent deployment of solutions, reduce customer query resolution time, enable high-quality automation resulting in the reduction of manual errors to give customers a strategic edge in the industry. As an experienced solution provider in the Energy and Utility business, Tech Mahindra will also address the utility industry's challenges with a focus on innovative ideas and solutions.

*“SEW is partnering with Energy and Water Utilities worldwide and our customers are asking for scalability, security, best in class CX , WX, AI/ML and other advanced and cutting edge energy and water cloud platform services. This partnership will enable us to gain access to Tech Mahindra’s proven expertise and implementation experience with leading global Utilities. Using SEW’s platforms, utility customers can adopt digital self-service capabilities, gain real-time insights on usage, manage profiles, pay bills, report outages, etc. It will further enable utility clients to transform their operations and optimize workforce efficiency.”* **said, Deepak Garg,**

## **Chairman and CEO of Smart Energy Water**

As part of the TechMNxt.NOW charter, Tech Mahindra is focused on futurizing the utility industry with a strategic transformation approach, powered by disruptive technologies, helping in delivering our promise to our customers to Run Better, Change Faster, and Grow Greater.

### **About Tech Mahindra**

Tech Mahindra represents the connected world, offering innovative and customer-centric information technology experiences, enabling Enterprises, Associates and the Society to Rise™. We are a USD 5.2 billion company with 123,400+ professionals across 90 countries, helping 981 global customers including Fortune 500 companies. Our convergent, digital, design experiences, innovation platforms and reusable assets connect across a number of technologies to deliver tangible business value and experiences to our stakeholders. Tech Mahindra has been recognised amongst India's 50 best companies to work for in 2020 by the Great Place to Work® Institute.

We are part of the USD 21 billion Mahindra Group that employs more than 240,000 people in over 100 countries. The Group operates in the key industries that drive economic growth, enjoying a leadership position in tractors, utility vehicles, after-market, information technology and vacation ownership.

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