Tech Mahindra and isMobile Enter a Strategic Partnership to Strengthen Utility Solutions in Europe

Technology

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Partnership to enhance Tech Mahindra's AMI Command & Control Center offering with smart metering operations and field service management

- *Through the partnership with isMobile, Tech Mahindra will offer an end-to-end AMI Command Center solutions that improve field efficiency and provide transparency across field workforce, back office and end customer*

- *The "AMI Command Center" infuses Tech Mahindra's vast domain and service delivery capabilities while leveraging isMobile's work force management platform that integrates with utilities legacy systems like CRM, Billing, Assets and SCM to enable seamless execution of service/ work orders.*

- *The pioneering alliance with isMobile will help strengthen Tech Mahindra's market position in Europe and accelerate service to clients seeking world-class solutions for improved management of electric energy, water, and gas distribution networks, as well as an efficient balance of demand and consumption*

New Delhi / Stockholm – 4 August 2022: Tech Mahindra, a leading provider of digital transformation, consulting, and business re-engineering services and solutions, today announced a strategic partnership with isMobile, a Swedish software company specializing in field service solutions. The partnership will enhance Tech Mahindra's AMI Command &

Control Center offering with smart metering operations and field service efficiency. The deployment further demonstrates Tech Mahindra's continued commitment to solve utilities problems in Europe with new-age technological solution at market-leading performance levels.

Through the partnership with isMobile, Tech Mahindra will offer an end-to-end AMI Command Center solutions that improve field efficiency and provide transparency across field workforce, back office and end customer. Tech Mahindra's AMI Command & Control Center will further empower the customers with flexible design, delivery, operation and maintenance of complete Advanced Metering Infrastructure Solution to manage the changes in real time. The key elements of the solutions include SmartMeters, AMI Communication Network, Mobile Application, Data Analysis Services, Flexible Customer Interface, Professional Services for Design and Implementation / Installation, Ongoing Support and Maintenance (as a Managed Service).

Birendra Sen, Business Head - Business Process Services at Tech Mahindra, said *"Most utility companies with regards to AMI & Smart Metering struggle with seamless program scalability while collaborating and providing transparency across multiple stakeholders. Additionally, with the rise of 5G and IoT, Smart Sensors and Smart Home programs, utilities are seeking a more robust platform that will assist them to successfully execute large infrastructure projects on time. Our partnership with isMobile is a step forward in addressing existing industry challenges and offering a unique solution that unlocks the benefits of New-Gen AMI. We intend to equip utilities as they migrate to a Smart Bi-directional grid."*

The "AMI Command Center" infuses Tech Mahindra's vast domain and service delivery capabilities while leveraging isMobile's work force management platform that integrates with utilities legacy systems like CRM,

Billing, Assets and SCM to enable seamless execution of service/ work orders.

Mikael Backman, CEO, isMobile, said, *"In order to achieve the highest possible efficiency, we need to share information in real time and create flexible end customer dialogue that improves efficiency and the customer experience. Our partnership with Tech Mahindra sets a new milestone in our approach to broaden our market and we look forward to being a part of their Smart AMI Command Center. It gives us a flexible and scalable system architecture designed to handle several different AMI expansion projects. We appreciate Tech Mahindra's competence, global coverage and foremost their culture, focus on modern, state of the art technologies with sustainability in mind. These are in line with our values at isMobile."*

The pioneering alliance with isMobile will help strengthen Tech Mahindra's market position in Europe and accelerate service to clients seeking world-class solutions for improved management of electric energy, water, and gas distribution networks, as well as an efficient balance of demand and consumption. The partnership also underlines the company's focus on digital growth, under the NXT.NOW™ framework, which is focused on leveraging next-generation technologies to deliver disruptive solutions today, further enable digital transformation, and meet the evolving and dynamic needs of its customers.

About isMobile

isMobile offers world class solutions for Workforce Management and Field Service Management. For more than 20 years, we have continued to develop and refine our platform Coordinator in close cooperation with large utility and service organisations in Europe. The added value given by the high degree of flexibility from our low code approach and process engine is highly appreciated since it enables customers to quickly adapt and adjust

their field operation businesses in a rapidly changing world. We deliver best of breed WFM/FSM solutions with high emphasis on making it easy to integrate to multiple variants of back-end systems like ERP, CRM, MDM, AMS etc. Since 2014 we've also been specialising into large Smart Meter Rollout projects in which we have reused our learned experience into our SMR Tool.

isMobile is a customer and tech-loving company with roots in the Swedish arctic and Europe as main market. We provide case and field service management solutions to service and maintenance organisations. isMobile operates from the head office in Luleå, with sales and support offices in Stockholm, Brussels, Helsinki, and Sevilla. We strive to create partnerships for better business and a better tomorrow. Smarter. Human. Agile.

www.ismobile.com

About Tech Mahindra

Tech Mahindra offers innovative and customer-centric digital experiences, enabling enterprises, associates and society to Rise. We are a USD 5.1 billion organisation with 121,900+ professionals across 90 countries, helping 997 global customers, including Fortune 500 companies. We are focused on leveraging next-generation technologies, including 5G, Blockchain, Cybersecurity, Artificial Intelligence, and more, to enable end to end digital transformation for global customers. Tech Mahindra is one of the fastest-growing brands and amongst the top 15 IT service providers globally. Tech Mahindra has consistently emerged as a leader in sustainability and is recognised amongst the '2021 Global 100 Most sustainable corporations in the World' by Corporate Knights. With the NXT.NOW framework, Tech Mahindra aims to enhance 'Human Centric Experience' for our ecosystem and drive collaborative disruption with synergies from a robust portfolio of companies. We aim at delivering tomorrow's experiences today and believe

that the 'Future is Now'.

We are part of the [Mahindra Group](#), founded in 1945, one of the largest and most admired multinational federation of companies with 260,000 employees in over 100 countries. It enjoys a leadership position in farm equipment, utility vehicles, information technology and financial services in India and is the world's largest tractor company by volume. It has a strong presence in renewable energy, agriculture, logistics, hospitality and real estate. The Mahindra Group has a clear focus on leading ESG globally, enabling rural prosperity and enhancing urban living, with a goal to drive positive change in the lives of communities and stakeholders to enable them to Rise.

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