

Tech Mahindra and LivePerson to power AI-Driven Customer Experience in Financial Services, Healthcare and Life Sciences

Technology

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Pune, August 13, 2024: [Tech Mahindra](#) (NSE: TECHM), a leading global provider of technology consulting and digital solutions to enterprises across industries, and LivePerson, Inc. (NASDAQ: LPSN), the enterprise leader in digital customer conversations, announced a partnership to transform customer engagement in the financial services and HLS (Healthcare and Life Sciences) industries. The partnership underscores the two organisations' joint commitment to driving [digital transformation](#) and elevating customer experience powered by artificial intelligence (AI).

The partnership will address the unique challenges and opportunities within the financial services and HLS sectors by combining LivePerson's cutting-edge conversational platform and AI technology with [Tech Mahindra Business Process Services' \(BPS\)](#) extensive domain expertise. It will provide personalised customer experiences through recommendations and ensure the security of sensitive data with high compliance standards. The partnership will boost operational efficiency by automating administrative tasks, enabling the workforce to focus on more complex issues.

Birendra Sen, Business Head, Business Process Services, Tech Mahindra, said, *"Our partnership with LivePerson will provide the financial*

services and HLS (Healthcare and Life Sciences) industries with a significant leap forward in customer engagement powered by artificial intelligence. Leveraging LivePerson's conversational platform and AI technology along with our deep domain expertise allows us to enable organisations to scale at speed, drive digital innovation, improve operational efficiency, and deliver superior outcomes for their customers and patients."

The partnership aims to expedite time-to-market by combining AI technology with human expertise, delivering impactful [customer service solutions](#). As part of this partnership, Tech Mahindra's BPS will leverage LivePerson's [Conversational Cloud platform](#) to develop tailored solutions to empower healthcare organisations to reduce patient wait times, improve accessibility, streamline patient onboarding, and ensure data security. The partnership will enable financial institutions to reduce operational costs, enhance security, and improve customer satisfaction through AI-agents, authenticated messaging, and enhanced self-service capabilities.

Dan Sincavage, Senior Vice President, Partnerships at LivePerson, said, *"The financial services and HLS industries are undergoing rapid digital transformation, and customer expectations are higher than ever. Through our partnership with Tech Mahindra, we are committed to helping businesses meet and exceed these expectations by delivering personalised, efficient, and secure conversational experiences across digital channels."*

Tech Mahindra Business Process Services is at the forefront of future-ready technology and has 55+ delivery centers in 15 countries that provide services in 50+ languages to 270+ global customers.

To learn more about the LivePerson-Tech Mahindra partnership, click [here](#).

About LivePerson

LivePerson (NASDAQ: LPSN) is the enterprise leader in digital customer conversations. The world's leading brands — including HSBC, Chipotle, and Virgin Media — use our award-winning Conversational Cloud platform to connect with millions of consumers. We power nearly a billion conversational interactions every month, providing a uniquely rich data set and AI-powered solutions to accelerate contact center transformation, supercharge agent productivity, and deliver more personalised customer experiences. Fast Company named us the #1 Most Innovative AI Company in the world. To talk with us or our AI, please visit liveperson.com.

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 147000+ professionals across 90+ countries helping 1100+ clients, TechM provides a full spectrum of services including consulting, information technology, enterprise applications, business process services, engineering services, network services, customer experience & design services, 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, in recognition of 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://techmahindra.com>

Our Social Media Channels [FB](#), [Twitter](#), [Linkedin](#), [Youtube](#)

Forward-Looking Statements by LivePerson

Statements in this press release regarding LivePerson that are not historical

facts are forward-looking statements and are being made pursuant to the safe harbor provisions of the Private Securities Litigation Reform Act of 1995. Forward-looking statements are subject to risks and uncertainties, and actual events or results may differ materially from our expectations. Some of the factors that could cause events or results to differ from our expectations include, without limitation, our ability to execute on and deliver our current business and product plans and goals, and the other factors described in the "Risk Factors" sections of our Annual Report on Form 10-K for the year ended December 31, 2023, filed with the SEC on March 4, 2024 and our Quarterly Report on Form 10-Q for the quarter ended March 31, 2024, filed with the SEC on May 10, 2024. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of their dates.

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