

Value Alignment



Service
Loyalty
Honesty
Integrity



Excellence
Leading change
Respect for the individual
Integrity
Learning and sharing



Partnership Journey

Stronger together

19 years of successful relationship

2016 - 2017

- Digital Transformation
- Auto Experience
- PnC Billing Modernization

2010 - 2016

- Agile Adoption
- Mobile First Strategy
- Predictive & Marketing analytics
- Brokerage Re-platform
- Collections Re-platform

2004 - 2010

- Business Process Optimization
- Enterprise Data Warehouse
- Reporting & analytics
- ACC & IS/IT
- Dotcom Redesign
- Testing Center of Excellence

1998 - 2004

- Bank, Claims, Enterprise, Life M&P
- PAS Rollouts
- PAS Quote, Issue, Adjustment, Renewal
- AIMS & Legacy M&P
- Re-engineering PAS

Value Delivery & Experience Certainty

- ☐ **Value added delivery with round-the-clock application development & support - One Global Service Standard**
- ☐ **Ensuring 100% business continuity by providing un-interrupted services even during catastrophic situations, with effective multi location strategy**
- ☐ **Proud partner in achieving USAA's availability goals, supported with state-of-the-art command center**
- ☐ **Value driven Business operations powered by Robotic Process Automation**
- ☐ **Helping USAA combat Fraud through effective detection and prevention methodologies**
- ☐ **Digital enablement & transformation - supported by Mobile development & testing labs at nearshore and offshore**
- ☐ **Seamless operations across San Antonio, Plano, Cincinnati, Guadalajara, Chennai, Hyderabad & Pune - bringing Agility, and Diversity in services and addressing Business Continuity**
- ☐ **Commitment towards service excellence - Agile Labs at offshore , Analytics Lab at offshore and near shore, Mobile Lab at offshore and near shore and Digital Zone at offshore**

Culture of Innovation & Learning

- ❑ Ideathons & Hackathons - Award winners @ IBM Neovista Hackathon, USAA - Borrow Wisely Hackathon, Real eState Innovation Hackathon and USAA Datathon
- ❑ Joint Innovation Days - bringing relevant industry insights and opportunities to co-innovate
- ❑ 100+ ideas submitted as part 'Ideate to Innovate (I-2-I)' platform
- ❑ Learnathon – 200+ ideas submitted, 40+ Proof of concepts created



- ❑ Fostering a culture of Digital learning enabled by TCS Digital iON courses
- ❑ Digital adoption - 85% of workforce with awareness on latest Digital technologies
- ❑ Virtual labs for effective & hands-on learning
- ❑ Fresco Play – Gamified Learning platform that allow employees learn any time, anywhere and over any device

Awards & Recognitions

- Everyday compliance and Ethics superhero award - for going above and beyond the line of duty supporting compliance programs – AML, GRC and ITS RM from across the enterprise
- USAA Innovation award – Received innovation award from the CEO for the contribution towards implementation of IM1A (One member one Alert) functionality
- ESGenius Gold Medal – for out of the box solution to improvise “just-in-Time Suspension” process
- USAA TCS relationship team is recognized as the top performing team in various TCS internal forums



6 Championship Medal for "Defenders of Availability"



Coin Presented to TCS Brokerage Replatform Team
To thank, congratulate and to appreciate team

Awards & Recognitions



Challenge coin presented to recognize
Excellence and Outstanding Service to
TCS-BPS team



**Excellence
Award**



**Innovation
Award**



**Account Leadership Team receiving
the Strategic Supplier Awards**

Memoir

2017

GSD Visit
Adibatla



2017

Tree
Plantation
by
Christine

2017

Tree
Plantation
by Paul



2017

Tree
Plantation
by Julio

Memoir

2016

James Miller &
Mike Pansini
visit to
Hyderabad



2016

James Miller &
Mike Pansini
Inaugurating
Agile Team
Room



2009

TCS Synergy
Park
Inauguration



2009

BPS Room
Inauguration
in Chennai



Associate Connect



W@W Women Connects

Women discussion circles, Be-Inspired sessions & She Talk series, fitness walks and Wellness sessions

KURUKSHETRA

An Annual Sports Event across all shores with various events and themes



OASIS

An Exclusive Annual OACC summer break with 100+ participation



Fun@work

Birthday Bashes, Fun Fridays and many more...

