

Tech Mahindra Launches AWS Agentic Process Transformation CoE to Redefine AI-Led Business Operations

Technology

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Pune – 3rd September, 2026: [Tech Mahindra](#) (NSE: TECHM), a leading global provider of technology consulting and digital solutions to enterprises across industries, announced the launch of its Amazon Web Services (AWS) Agentic Process Transformation (APT) Center of Excellence (CoE), a strategic initiative designed to accelerate enterprise adoption of Agentic AI through scalable, outcome-driven business transformation. The AWS APT CoE will deliver scalable AI solutions that drive measurable results for customers across industries.

The CoE combines Tech Mahindra BPS' deep process expertise with AWS cloud and Agentic AI capabilities to help organizations move from AI experimentation to measurable business impact. Built as a scalable AI execution engine, the AWS APT CoE will allow enterprises to deploy industry-specific AI solutions that improve operational efficiency, reduce costs, enhance decision-making, and accelerate pilot-to-production cycles. The

initiative reinforces Tech Mahindra's collaboration with AWS while strengthening its ability to deliver governed, enterprise-scale AI transformation across industries including telecom, healthcare, banking and financial services, retail, and manufacturing.

*"Enterprises are moving quickly on AI, but many still struggle to scale beyond pilots and fragmented use cases," said **Birendra Sen, President - Business Process Services, Tech Mahindra**. "With the AWS APT CoE, we are bringing together Tech Mahindra BPS' process expertise and AWS-native AI capabilities to help customers operationalize Agentic AI with stronger governance, faster execution, and measurable business impact."*

Katie Pender, Chief Operating Officer, Target Group, said, *"Since introducing the Collections Guru agent, we're seeing encouraging early results, including anticipated efficiency gains of around 40% in the areas where it's been rolled out. It's been a valuable step in how we're modernising our operations."*

Chandra Pinapala, GSI Director, AWS, said, *"In a time of rapid technological change, a Center of Excellence becomes the anchor that helps partners and customers learn together, deliver value faster, and reimagine business processes with confidence."*

The APT CoE is already delivering measurable business impact through its first jointly developed solution. Collections Guru — an agentic AI-powered collections agent co-developed by Tech Mahindra and AWS as part of the

APT CoE — was deployed by Target Group, a leading UK-based financial services outsourcing provider, to transform arrears management operations. Built on AWS cloud and AI infrastructure, the solution delivered approximately 40% efficiency gains by autonomously optimizing collection strategies through agentic AI, representing the type of production-grade, jointly engineered offering the CoE is designed to scale across industries.

The launch further strengthens Tech Mahindra BPS' go-to-market strategy for AWS-powered AI services by expanding customer opportunities, enabling scalable delivery models, and accelerating AI engagements through industry-focused innovation and execution.

About AWS

Since 2006, Amazon Web Services has been the world's most comprehensive and broadly adopted cloud. AWS has been continually expanding its services to support virtually any workload, and it now has more than 240 fully featured services for compute, storage, databases, networking, analytics, machine learning and artificial intelligence (AI), Internet of Things (IoT), mobile, security, hybrid, media, and application development, deployment, and management from 108 Availability Zones within 34 geographic regions, with announced plans for 18 more Availability Zones and six more AWS Regions in Mexico, New Zealand, the Kingdom of Saudi Arabia, Taiwan, Thailand, and the AWS European Sovereign Cloud. Millions of customers—including the fastest-growing startups, largest enterprises, and leading government

agencies—trust AWS to power their infrastructure, become more agile, and lower costs. To learn more about AWS, visit aws.amazon.com.

About Tech Mahindra

Tech Mahindra (NSE: TECHM, BSE: 532755) offers technology consulting and digital solutions to global enterprises across industries, enabling transformative scale at unparalleled speed. With 146,000+ professionals across 90 countries, 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 recognizes 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.

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