Many of the world's largest captives and banks engage TCS for auto finance digital transformations and optimization measures lead by robotic solutions. These enterprise-wide initiatives are backed by half-million IT and industry professionals globally. This experience in Banking, Financial Institutions, and Insurance span over five decades.

TCS enables lenders to harness the power of analytics, device-agnostic customer self-service, a Machine First Delivery model, IOT, virtual assistant orchestration, and social media integration. Lenders need these features to embrace digitalization.

TCS is also leading the industry shift from auto finance to mobility finance. This means not just financing vehicles, but anything related to mobility needs. In today's connected auto finance ecosystem, lenders need to adopt a holistic digital strategy instead of addressing business challenges in isolation.

Key offerings that TCS would like to present at the 2021 Auto Finance Summit

- **Customer Experience as-a-Service:** Digital transformation has disrupted the auto finance ecosystem with new buying patterns, which compelled lenders to adopt a holistic digitalization strategy to include a wide spectrum of flexible options. Channel strategies for Auto Finance focuses on digitalization along with orchestration for an on-time and on-demand unified experience.
  TCS helps enders and dealers establish frictionless digital journeys even with shifting customer behaviors to deliver end-to-end hyper-personalized customer experience across multiple channels.

- **Analytics based Risk Models**: In this digital era, organizations face increased fraud in both traditional and new digital models. New-gen lending processes are being elevated by leveraging alternative data sources and analytics to build additional fraud detection capabilities. At the same time fraudsters are devising new methods of attack dynamically. This causes monetary loss and hurts company reputation and customer trust.
  TCS helps Lenders transform legacy rule-based fraud systems to automated detection using artificial intelligence and machine learning driven insight. Our fraud solutions harness the power of analytics, collaborative Intelligence, and social media analytics to provide holistic protection from fraud attacks and raise operational efficiency by eliminating financial threats.

- **Self Service Accelarator**: Auto Finance organizations have increased their focus on digital self-service solutions for both dealers and consumers to optimize traditional contact centers. Customer centricity coupled with operational optimizations provide an effective and efficient parity between online and in-person processes, from lead generation to financing and beyond.
  TCS' industry-experience driven accelerators help organizations achieve efficiency gains with straight with straight through self-service options while improving the overall lending experience. Our solution framework is designed specifically to empower customers to meet their needs during in-life servicing. We offer pre-configured or highly customizable features supported by automated and real-time integration with core and ancillary systems.

- **Intelligent Data Extraction**: TCS Intelligent Digital Extraction Suite (TIDES) harnesses cognitive capabilities such as artificial intelligence, machine learning, computer vision, and natural language processing (NLP) in conjunction with OCR technology to make document processing and data extraction more efficient. The solution leverages a hybrid approach for information extraction from structured as well as unstructured documents to achieve optimal results with minimal training efforts. Partnership with TCS can help organizations make the information extraction and ingestion process more efficient, greatly improving the customer experience.

Our solutions and offerings achieve future readiness at accelerated speed that is unmatched in the industry through:

- Ready Framework with accelerators to enable faster response times
- Robust yet dynamic strategy and advisory services to help you embrace new business models
- Repository of best practices, experiences, case studies, and solution offerings tailored for auto finance
- A deep, talented pool of auto finance experts to assist in transformation engagement and digital journeys
- Extensive experience in leading platform-based solutions
- Strong partnership & alliances with most leading cloud providers and product vendors

Meet the TCS Auto Finance Team at Booth #239
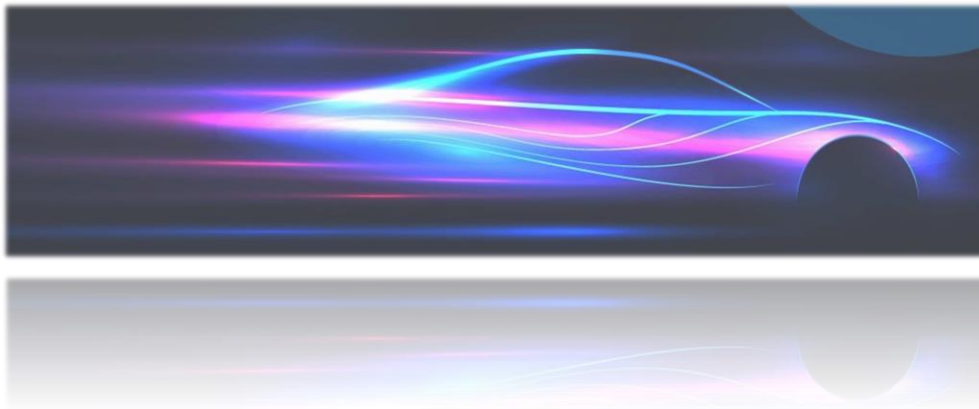
Contact

For more information on TCS' Banking, Financial Services, and insurance (BFSI) unit,

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About Tata Consultancy Services Ltd (TCS)

Tata Consultancy Services is a purpose-led transformation partner to many of the world's largest businesses. For more than 50 years, it has been collaborating with clients and communities to build a greater future through innovation and collective knowledge. TCS offers an integrated portfolio of cognitive powered business, technology, and engineering services and solutions. The company's 500,000 consultants in 46 countries help empower individuals, enterprises, and societies to build on belief.

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