



Fortune 100 company achieves 60% IT Infrastructure operations cost reduction through vendor consolidation and RIM adoption

Challenges

The Fortune 100 customer is one of the leading chemical companies in the world with operations in over 80 countries out of 390+ locations globally.

Over the year, as its business grew, the customer engaged with multiple vendors for its global IT infrastructure operations. With multiple vendors serving multiple geographies, they soon realized that it was running a very costly and inefficient IT infrastructure operation with poor service levels.

Tech Mahindra's role

Tech Mahindra was selected as a partner of choice for this engagement because of its capabilities and excellent past expertise in managing large scale global IT infrastructure operations for global organizations. Tech Mahindra helped the customer transition (from multiple existing vendors), rationalize, and set up remote infrastructure management for managing customer's global IT infrastructure.

Solution fact-file

- Transitioning from multiple local and global vendors including internal IT team
- RIM (Remote Infrastructure Management) operations set up to support all global regions and domains.
- Defined and adopted standard processes for global IT operations
- Data Center managed services
- End user managed services
- Workplace administration services
- Implementation of ITIL and ISO 20000 standards.



Accolades

- Tech Mahindra has been featured as a strong performer in Forrester Wave for Infrastructure Outsourcing
- Tech Mahindra has been featured as niche player in Gartner MQ for NA Data Centre Outsourcing

Benefits realized

- 60% cost reduction through vendor consolidation and RIM.
- Drastic improvement in turnaround time.
- Optimized team size and skill match based on sophisticated real-time data analytics.
- 100% FTR (First Time Resolution) rate achieved for all defined processes.
- Seamless resolution of incidents within pre-defined SLA and improved quality.