



Leading organization improves visibility into its complex IT infrastructure, reduces cost and achieves higher levels of infrastructure management maturity

Customer challenge

The customer is a global mobile telecommunications operator with 45 million customers in 13 emerging markets. Its proven prepaid, mass market distribution and perceived price leadership strategy has enabled it to pursue high growth while delivering operating profitability.

With up to 6 different countries being supported by different teams and vendors, the company had reached a stage where there was a clear business case for simplifying IT operations and reducing costs.

Tech Mahindra's engagement

The inequitable IT costs allocation across business units and inefficient IT infrastructure management approach required to look for a vendor with proven experience in optimizing and standardizing IT infrastructure operations. Tech Mahindra with its matured IT infrastructure management services helped standardize, implement proven processes and optimize the infrastructure operations across 6 locations - including support for multiple regional languages.

Solution provided

- 24 x 7 Operations support and monitoring
- Transitioned from multiple vendors
- Best Practices shared across the locations resulting in better capacity and availability management
- Implementation of BMC ITSM Tools for Incident, Problem, Change, Knowledge management, Configuration Management modules and monitoring
- Enhancement of user experience through integration of the ITSM tools via phone, email and automated alerts
- \$2 M Capex invested in "ITOC Operations setup and infrastructure backbone"
- Effective vendor management



"I really appreciate the effort and commitment to make this change smoother on both sides. "

CIO, A Leading Telecom Organisation



Benefits realized

- Improved visibility into IT infrastructure operations
- High availability through 24 x7 operating model and SLA based service delivery
- \$199,000 cost reduction achieved only through efforts saving
- Overall cost reduction through centralized operations, team restructuring and process improvements
- Standardization of processes through unified service management, knowledge management, documentation and capacity planning