



Leading Telecom company improves IT infrastructure flexibility and service quality with infrastructure consolidation & rationalization

Customer challenge

The customer is a leading mobile telecommunications provider in Australia, with 7 million+ subscribers, and had undergone a merger with another large telecommunication company subsidiary in the region. As a result the organization was undergoing consolidating of its business and IT.

Overview of Tech Mahindra's engagement

The customer decided to consolidate IT vendor ecosystem into a single vendor structure in order to improve the capacity and capabilities of its IT infrastructure and to improve responsiveness. Tech Mahindra was entrusted with transitioning the outsourced work from 7 existing incumbents – including two of the top infrastructure services vendors (by market share) in the world.

Solution provided

Tech Mahindra as the new single vendor responsible for overall managed services and governance, provided the following solutions to the customer:

- Transitioning of managed services from multiple (7) incumbents
- Consolidation and rationalization of 8 Data Centers and end of life assets.
- Incident management and change management
- Availability and capacity management
- IT Service continuity management
- IT security management
- Facilities management Services
- Service improvement and systems tuning



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

- Service stability during peak business period
- Increased responsiveness
- Cost effective operation
- Improvement in maturity of key processes around capacity management, availability and lifecycle management (Adaptation of ITIL framework)
- End to end accountability through stringent SLAs