

TechM
CONSULTING



CASESTUDY

**Leading
North American
Telco Saves 30%**
Network Rollout Costs
with Cloud-Native CIM

Year 2026

Scale at Speed™

Overview

A leading North American telecommunications provider, with an extensive footprint across 5G, broadband fiber-optics, and direct-to-device satellite services, sought to accelerate its 2026 convergence strategy amid mounting site digitization demands. However, fragmented workflows and outdated touchpoints limited the provider's time-to-market and constrained their efforts towards large-scale network expansion.

By partnering with Tech Mahindra, the provider replaced these workflows with a consistent, scalable digital infrastructure, developed in close partnership with the client's teams. Our solution shortened time-to-market, strengthened customer experience, and established a faster, more efficient model for large-scale network expansion, positioning the organization to scale future convergence initiatives.

Client Background and Challenges

The provider aimed for rapid network modernization and service integration, but its rollout ecosystem relied on disconnected systems, static reports, and limited visibility, increasing planning effort and causing rework. Addressing this required a scalable model capable of strengthening governance and vendor tracking, starting with the following key challenges:

- **Fragmented Rollout Inputs:**
Disconnected data across multiple systems extended timelines and reduced planning accuracy
- **Limited Network Visibility:**
Insufficient network visibility complicated early troubleshooting for customer-reported issues
- **Manual Validation Gaps:**
The absence of on-air validation limited accurate assessment of vendor performance and site health
- **No Unified Planning Window:**
Without a single correlation tool, coordinating rollout timelines remained difficult
- **Static Reporting Model:**
Offline reports provided minimal real-time insight into actual rollout progress

Our Approach and Solution

To overcome/address their challenges, we conducted a comprehensive due diligence process in close partnership with the client to assess the existing application landscape, rollout workflows, and migration dependencies. Our solution is a cloud-native, AI-enabled system stack featuring workflow orchestration for site digitization and strategic delivery.

This approach included the following capabilities:



Application Consolidation:

Unified redundant tools and migrated four legacy applications to the new platform



Cloud-Native, AI-Enabled Stack:

Built a workflow orchestration system built for site digitization and strategic delivery at scale



Modular Architecture:

Enabled progressive transformation and reduced reliance on fragmented, disconnected systems



Agile Delivery Model:

Supported iterative rollout phases, allowing lessons learned to inform the broader implementation strategy



Phased Implementation Strategy:

Embedded insights from earlier rollout phases into a repeatable, scalable delivery approach



Governance and Validation:

Strengthened planning, validation, and governance across large volumes of cell sites





Business and Community Impact

Our partnership enabled the client to industrialize site digitization and improve rollout efficiency across planning, commissioning, compliance, and configuration generation. Turnaround improved across more than 30,000 sites, establishing a foundation for large-scale network expansion and driving measurable impact across the following areas:

Thousands of cell sites digitized per month through increased rollout capacity

- **Up to 30% reduction** in network rollout costs
- **50% reduction** in network design time
- **3x improvement** in site planning efficiency
- **9x improvement** in site commissioning and compliance efficiency
- **96x improvement** in PnP configuration generation efficiency

Key metric

30K+
sites targeted
for digitization

Efficiency unlocked

PnP configuration
generation made
96x more efficient

Cost impact

Network rollout
cost reduced
by up to **30%**

Delivery model

Cloud-native, modular
architecture delivered
through phased agile
migration

About **TechM Consulting**

At TechM Consulting, we empower clients to turn disruption into opportunity by building future-ready capabilities. Our unique value velocity V Factor methodology, rooted in co-creation deep listening agile execution and seamless collaboration, enables enterprises to deliver greater stakeholder value with greater speed and agility. Please visit: TechM Consulting: Strategy & Consulting Services | Tech Mahindra . Contact us at TMCMarketing@techmahindra.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. For more information on how TechM can partner with you to meet your Scale at Speed™ imperatives, please visit <https://www.techmahindra.com/>.



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