AI-Powered Enterprise:

Transforming Operations & How Tech Mahindra is Leading the Charge

Executive Summary

The initial rush of generative AI adoption has peaked, but the era of substantial business value realization has barely begun. While 78% of enterprises now use generative AI, only 17% can attribute material EBIT growth to these investments. This disconnect signals a fundamental failure in enterprise design. Layering cognitive intelligence on top of fragmented, siloed operations does not increase speed; it accelerates friction at a higher cost.
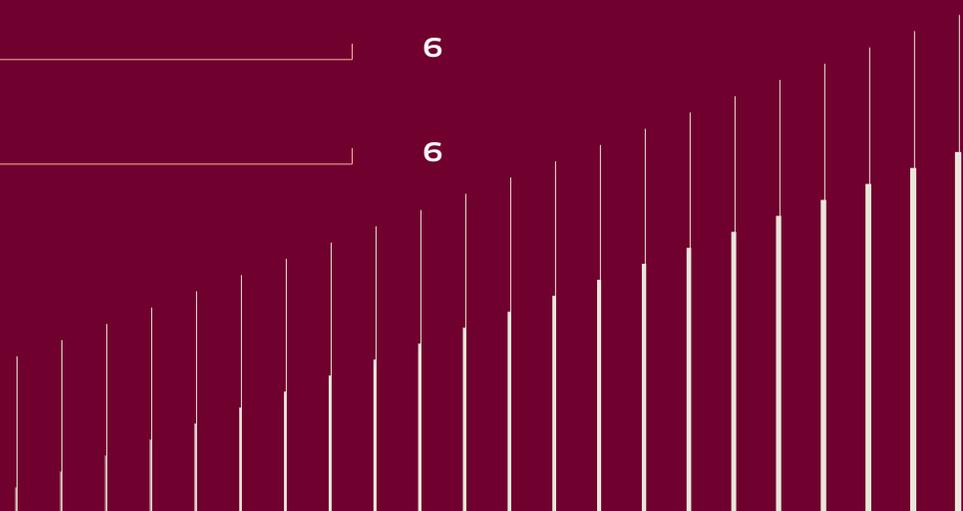
To close this gap, organizations must look beyond the tools they buy and address how their functions interact. This paper outlines the shift to an Intelligent Operational Fabric— a unified model that breaks down barriers among procurement, HR, and IT.

We demonstrate how Tech Mahindra's TurningEdge suite operationalizes this fabric to unlock workforce "superagency" and turn high adoption into sustainable, autonomous scale.

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Introduction

Enterprises have achieved high rates of AI adoption, yet they are struggling to translate this technology into significant financial benefits. According to McKinsey's March 2025 report, The State of AI, 78% of organizations now use AI in at least one business function. This is a significant jump from previous years. Yet, the same report highlights a critical disconnect. Only 17% of respondents say that at least 5% of their organization's EBIT is attributable to the use of generative AI.

The friction preventing this value realization is not a lack of technology. It is operational complexity. High adoption rates often mask a landscape of disconnected pilots and data silos. In a world where speed and adaptability define market leadership, simply deploying tools is no longer enough.

The solution requires weaving intelligence directly into the organization's foundation. This is the concept of an Intelligent Operational Fabric. It acts as a unified layer that connects procurement, HR, and IT. Dissolving silos enables frictionless and autonomous decision-making at scale. This paper argues that integrating this fabric with robust platforms such as Oracle Cloud enables organizations to close the gap between AI adoption and tangible business value.

The True Antagonist: Disconnected Intelligence

The impact of redesigning workflows is often localized rather than systemic. McKinsey notes that while revenue growth is evident in specific business units, the enterprise-level impact is lagging. The antagonist is the disconnect between data and decision-making.

Problems in one domain ripple across the enterprise. A delay in IT resource provisioning disrupts a procurement cycle. This subsequently impacts the customer experience. This interdependence means that isolated improvements rarely yield enterprise-wide agility. To achieve scale, organizations must move beyond "use cases" to a holistic operational fabric.

The Solution: An Intelligent Operational Fabric

Tech Mahindra's vision for the autonomous enterprise is the Intelligent Operational Fabric. It represents a shift from static tools to a dynamic operating model. This layer of embedded intelligence learns, adapts, and connects every operational domain.

It adapts by learning from patterns to improve decisions. It integrates seamlessly with the existing Oracle infrastructure. It scales without requiring proportional increases in resources. Most importantly, it delivers measurable ROI aligned to strategic objectives rather than just technical metrics.

Strategic Implications for the C-Suite

The TurningEdge suite operationalizes this fabric to address specific strategic imperatives.

For the CPO:
The Shift to Cognitive Procurement

Procurement is evolving from a transactional function to a strategic powerhouse. As noted in Harvard Business Review, the future lies in autonomous sourcing and risk mitigation. CPOs must now focus on building resilience against geopolitical shocks and ensuring ESG compliance.

- Ask ERP: This tool translates natural-language requests into structured API calls to Oracle ERP. It surfaces real-time risk, ESG metrics, and negotiation levers.

- Cognitive Insights: By moving to what McKinsey calls "cognitive procurement," the system automates routine sourcing. This frees human experts to focus on strategic supplier relationships and value generation.

Business Impact: Organizations have seen a 25% reduction in procurement cycle time and a 15% improvement in supplier negotiation leverage.

For the CHRO:
Unlocking Workforce Superagency

The fear that AI will replace jobs is fading. The new focus is on empowerment. McKinsey describes this as "superagency." This is the ability for employees to command complex workflows and achieve outcomes that previously required large teams.

- **NeuralHire:** This solution uses predictive analytics to map skill adjacencies. It ensures that talent acquisition focuses on the capacity for "superagency" rather than static job descriptions.

- **Fairness by Design:** Algorithms mask demographic data to focus strictly on skills and competency frameworks. This ensures continuous bias monitoring and supports diversity goals.

Business Impact: Early adopters report a 40% reduction in time-to-hire and a 50% increase in offer acceptance rates.

For the CIO:
Governance as an Enabler

As AI scales, risk management becomes the CIO's primary concern. The March 2025 McKinsey report indicates that large organizations are significantly more likely to actively mitigate AI risks, such as cybersecurity and accuracy.

- **ErrorAssist + DocuIntel:** These tools provide the necessary governance layer. ErrorAssist analyzes logs to predict incidents. DocuIntel automatically creates knowledge articles upon resolution.

- **Self-Healing Operations:** By automating the resolution of routine incidents, CIOs can reduce technical debt. This creates a secure environment where innovation can happen without compromising stability.

Business Impact: Automation reduces system downtime by 30% and accelerates incident resolution by 70%.

Global Retail Transformation:
A Case Study

A Fortune 500 retailer operating in 40+ countries faced procurement inefficiencies that cost $50M annually. They also struggled with 90-day hiring cycles and IT incidents that disrupted peak season sales. These problems were interconnected. Slow IT hiring led to downtime. This downtime delayed procurement and impacted revenue.

The TurningEdge Implementation:

- Ask ERP: Deployed across 200+ buying teams.
- NeuralHire: Used for bias-free screening of 10,000+ annual applications.
- ErrorAssist + DocuIntel: Implemented for proactive monitoring across 500+ applications.

Results:

- $14M+ in measurable savings within 18 months.
- 22% reduction in procurement costs.
- 38% reduction in customer-impacting incidents.
- 8% revenue uplift during peak periods.
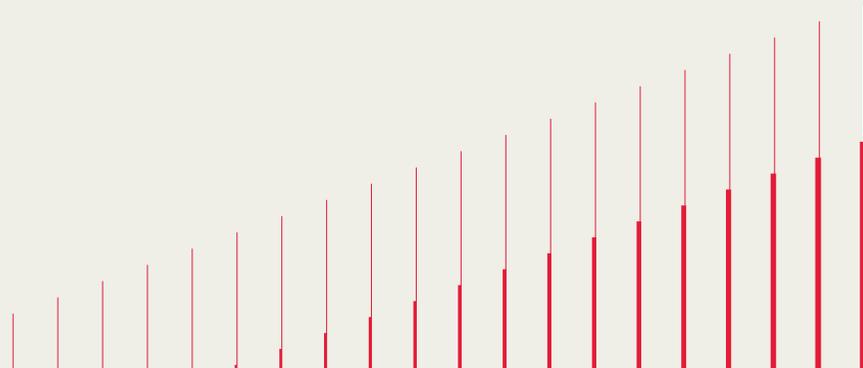
Conclusion and Next Steps

Organizations that embed intelligence into their operational DNA achieve sustainable competitive advantages. They unlock enhanced efficiency, lower costs, and improved decision-making.
Tech Mahindra's TurningEdge suite provides a proven pathway to operational excellence. It offers targeted solutions for procurement, HR, and IT, woven together by the Intelligent Operational Fabric and built on Oracle's enterprise-grade infrastructure.
We recommend the following immediate actions:

- **CPOs:** Pilot cognitive procurement tools to automate sourcing and enhance resilience.

- **CHROs:** Focus on "superagency" by deploying tools that empower employees to control complex workflows.

- **CIOs:** Prioritize automated governance to manage AI scaling risks.

To begin this transformation, Tech Mahindra offers a discovery workshop to identify high-impact areas for your specific operational context.

End Notes:

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