

10 JUN 26

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Case Study

# Leading German Telco Simplifies IT Complexity, Reducing 350+ Systems to 130





# Overview

As one of Germany's leading integrated telecommunications providers, **serving 34.4 million mobile and 2.4 million broadband customers**, the organization recognized that sustaining market leadership would require a fundamental rethinking of its business and IT foundations. Decades of growth had resulted in a highly fragmented IT and operating landscape—multiple technology stacks, duplicated business logic, and brand specific processes supporting nearly 20 brands with overlapping offerings. This complexity constrained agility, inflated operating costs, and slowed time to market at a time when customer expectations and competitive intensity were accelerating.

**The operator launched one of Europe's largest transformation programs, selecting Tech Mahindra to simplify the business, modernize the IT core, elevate customer experience, and enable faster, more efficient digital innovation across its B2C and B2P portfolio.**





# Client Background and Challenges

The organization faced several structural challenges that directly impacted growth, efficiency, and customer experience:

## 6 independent IT stacks

6 independent IT stacks supporting different customer segments (B2C, B2P), creating duplicated capabilities and inconsistent experiences

## Fragmented BSS and billing platforms

Fragmented BSS and billing platforms, resulting in siloed payment methods and financial processes

## Channel and brand specific processes

Channel and brand specific processes for prepaid, postpaid, fixed, mobile, service provider, and business customers

## End of life core systems

End of life core systems with diminishing vendor support, increasing operational risk

## Extended time to market

Extended time to market and rising IT costs, limiting the ability to respond to customer and market demands

# Objective

To address the issues, the operator sought a strategic transformation partner capable of taking end-to-end ownership—from demand management and solution design through delivery, testing, and commercial launch—while establishing strong governance and execution discipline.

The transformation program was designed as a process-technology transformation, anchored in industry standards. Key objectives included:



**Business simplification and standardization** across brands and offerings



**IT stack rationalization** through domain driven architecture



**Omnichannel, multi brand customer experiences** with deep personalization



**Cloud native, future ready BSS modernization**



**Clear KPI definition and monitoring** to ensure measurable business outcomes



# Our Approach and Solution.

Tech Mahindra Consulting was a part of the transformation in defining product backlog, designing target process architecture, and requirements blueprinting.

## Process and Business Harmonization

- Enterprise wide process harmonization using TM Forum eTOM Framework, enabling reuse across brands
- Brand consolidation and product or offer rationalization to simplify the portfolio
- Standardized, white label business processes across the value chain

## Modern Architecture and Technology

- Domain driven, cloud native architecture
- Modular microservices based design
- Adoption of TMF Open APIs and TMF SID data models
- Significant reduction in IT stack complexity and technical debt

## Customer Experience Transformation

- Omnichannel, multi brand journeys delivered through shared front end platforms
- Advanced capabilities unique to the operator
- Enhanced digital payments and digital identity
- Template driven, consistent customer communications

## Security, Compliance, and Control

- Enhanced security through role based and attribute based access control (RBAC/ABAC)
- Multi level customer authentication
- Governance embedded across delivery and operations



## Business Impact

Through this transformation, Tech Mahindra delivered measurable, enterprise level impact as described below:

- 100% of prepaid customers successfully migrated to the new platform
- 100% of prepaid revenue flowing through the modernized IT stack
- Brand consolidation led to 50% rationalization of brands
- IT stack rationalization from 6 stacks to 2
- Product and offer simplification from 2,500+ to ~500
- System landscape reduction from 350+ to 130+
- 200+ legacy systems targeted for decommissioning
- Digital channel standardization from multiple websites/apps to one unified website and one app





## About Tech Mahindra

Tech Mahindra (NSE: TECHM) offers technology consulting and digital solutions to global enterprises across industries, enabling transformative scale at unparalleled speed. With 147,000+ professionals across 90+ countries helping 1100+ clients, Tech Mahindra provides a full spectrum of services including consult-ing, 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 recognises 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/>.

## 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](mailto:TMCMarketing@techmahindra.com)



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