

Case Study

Enterprise Clients Achieve 50% Faster RCA Turnaround Through Strengthened Incident Management

Scale at Speed™

Overview

Multiple enterprise clients faced recurring challenges in handling major incidents within their critical IT environments. These issues affected service reliability, increased resolution timelines, and impacted overall customer satisfaction. Tech Mahindra's Quality team collaborated with the customer and process teams to implement a structured Major Incident and Problem Management governance. The transformation streamlined communication, accelerated incident resolution, and strengthened governance, resulting in improved customer experience and enhanced operational efficiency.

Persistent issues in handling major incidents leading to longer resolution time

Established a structured Major Incident & Problem Management governance framework

Accelerated incident resolution, enhanced operational efficiency ultimately improving customer satisfaction

Client Background and Challenges

Multiple enterprise clients, comprising various strategic accounts across domains, experienced recurring issues in major incident management processes. Given the criticality of their operations, the clients faced significant challenges, including:

Slow incident response:

Delays in initiating incident bridges and prolonged resolution times increased Mean Time to Resolve (MTTR).

High frequency of human errors:

Frequent major incidents caused by human errors placed considerable strain on internal resources and raised concerns about service reliability and customer satisfaction.

Communication gaps:

Unclear communication with stakeholders during service outages.

Inadequate RCA framework:

Insufficient Root Cause Analysis (RCA) quality, including Corrective and Preventive Actions (CAPA) and 5-Why methodology, caused repetitive issues.

Solution and Approach

Tech Mahindra's Quality team implemented a structured, governance-driven Major Incident and Problem Management framework, formally embedded into organizational processes to ensure faster resolution and prevent repetitive incidents. The approach included:

- **Process Standardization:** Defined a clear MIM framework with consistent categorization and governance checkpoints to ensure timely and effective incident handling.
- **Communication Excellence:** Implemented standardized communication templates and updated timelines, ensuring transparent and continuous stakeholder engagement during outages.
- **Enhanced RCA Framework:** Redesigned RCA templates incorporating 5-Why methodology, CAPA tracking, and structured executive summaries for improved analysis quality and actionable insights.
- **Capacity Building:** Rolled out structured training programs to upskill 400+ associates on MIM and Problem Management practices, strengthening organizational capability and reducing human-error-driven incidents.
- **Governance Reinforcement:** Implemented a robust Problem Management governance process.

Defined clear Major Incident Management Framework (MIM) with consistent categorization & checkpoints

Redesigned RCA template with 5-Why Methodology & CAPA Tracking

Introduced structured training programs to upskill over 400 associates

Business Impact

The transformation delivered measurable improvements in service reliability, operational efficiency, and workforce capability:

Governance excellence:

Institutionalized systemic checks for RCA quality and compliance, ensuring **zero rejections** from customers for post-process improvements

Operational risk reduction:

Strengthened collaboration and communication during major incidents, reducing downtime and achieving a **90% reduction in human-error-driven incidents.**

Accelerated resolution and RCA turnaround:

Improved efficiency with a **50% faster turnaround time** for RCA submissions, significantly enhancing service reliability.

Workforce empowerment:

Upskilled **400+ associates** on Major Incident Management (MIM) and Problem Management processes, fostering a culture of quality and governance across accounts.

Client Quotes

"We appreciate the team's efforts in strengthening governance and improving customer experience."

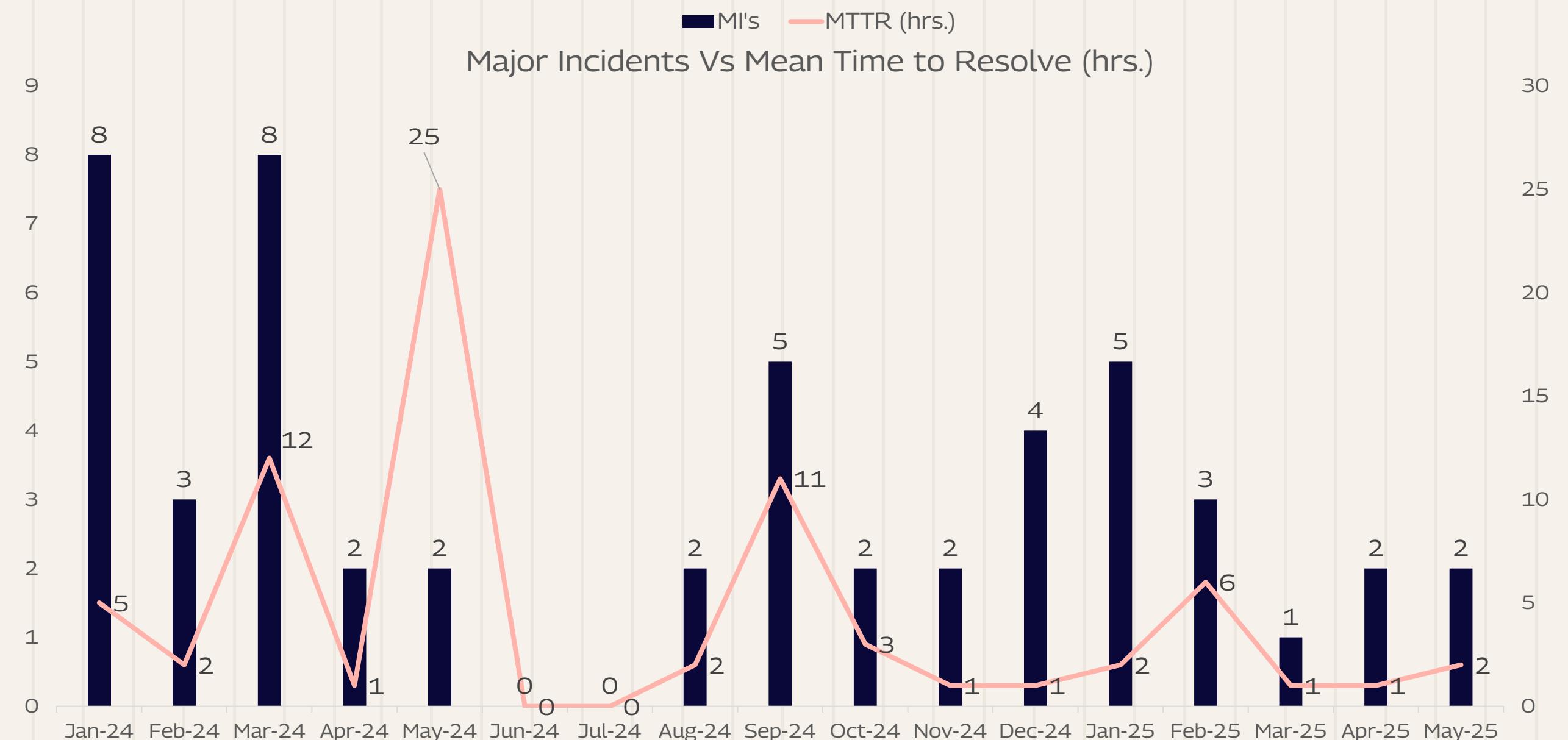
— SMO Lead, Strategic Account

"The new RCA format is a significant improvement, delivering clarity and actionable insights."

— SMO Lead, Strategic Account

Measurable Results:

- **Zero major incidents** observed between June 2024 and July 2024.
- **47% reduction in major incidents** from Q1 2024 to Q1 2025 (till May 2025).
- **73% decrease in resolution time** from Q1 2024 to Q1 2025.



About Tech Mahindra

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