

Case study

Global Chemical Manufacturer Reduces Network Downtime 32% with AI NetOps



Overview

A leading global chemical manufacturer undertook a large-scale network transformation to support its complex, globally distributed enterprise operations. Fragmented monitoring tools, manual operations, and rising incident volumes reduced visibility and slowed operational governance.

Tech Mahindra implemented an AI-enabled co-managed network model powered by its NetOps.AI framework. By integrating network, security, automation, and service management platforms into a unified observability layer, the solution improved network resilience, reduced operational overhead, and strengthened global operational transparency.

Tech Mahindra deployed an AI-enabled co-managed network for a global chemical manufacturer, improving resilience, visibility, and operational efficiency through unified observability.





Client Background and Challenges

The client is a global chemical manufacturer headquartered in Germany. Its enterprise network supports more than 80,000 users across 600 locations worldwide, with a dedicated and isolated China environment. As the organization expanded its global footprint, the network environment became increasingly difficult to manage.

Several challenges began to affect visibility and governance:

- Fragmented monitoring tools that limited end-to-end network visibility
- Heavy reliance on manual operational processes
- Rising incident volumes ahead of transformation initiatives
- Inconsistent operational governance across global network operations

These constraints highlighted the need for a standardized, resilient, and co-managed operating model built for shared ownership and transparency.



Our Approach and Solution

Tech Mahindra implemented a co-managed network operating model using its proprietary NetOps.Ai framework. The approach unified network, security, automation, and service management systems into a single operational view.

Key elements of the solution included:

- Global backbone (underlay) across six hub locations in three regions using Equinix Fabric
- Resilient WAN connectivity (overlay) enabled through Cisco SD-WAN MRF
- Regional service deployments, including an isolated China environment for compliance
- Service governance and reporting through the ServiceNow SIAM platform
- Centralized network management with Cisco Catalyst Center and Nexus Dashboard
- GloMonitoring and telemetry capabilities through NMS, Syslog, and NetFlow
- Security and access management using AD, Tenable, TACACS+, PAM360, and ISE
- Automation and UC operations, supported by in-house automation and reporting platforms
- Controlled yet phased large-scale migration execution, moving 600+ locations to the new fabric within 120 days



Business and Community Impact

The program established a standardized, co-managed network operating model with unified observability and governance. It shifted operations from tool-centric management to AI-assisted, signal-driven operations, using event correlation and false-positive suppression to reduce operational noise.

This improved incident triage and accelerated resolution. ServiceNow SIAM and bi-directional workflows improved coordination and governance between customer teams and partners. The organization now operates with greater transparency and resilience, supported by a scalable network foundation designed to support future digital initiatives.

The other measurable operational and financial improvements across the client's global network include:

- 32% reduction in unplanned network downtime, improving operational continuity across manufacturing sites
- 14% increase in production throughput, supported by improved network reliability

- 28% reduction in maintenance costs through AI-driven predictive forecasting
- Real-time operational visibility across facilities through unified observability
- Improved workforce productivity through 256 automation catalogues deployed from day one
- Optimized spare-parts inventory and reduced emergency repair costs
- Improved manufacturing plant utilization driven by higher network availability



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 149,000+ professionals across 90+ countries helping 1100+ clients, 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/>.

*Figures as per Q3, FY 26.



www.techmahindra.com

www.linkedin.com/company/tech-mahindra

www.x.com/Tech_Mahindra

Copyright © Tech Mahindra Ltd 2026. All Rights Reserved.

Disclaimer: Brand names, logos, taglines, service marks, tradenames and trademarks used herein remain the property of their respective owners. Any unauthorized use or distribution of this content is strictly prohibited. The information in this document is provided on "as is" basis and Tech Mahindra Ltd. makes no representations or warranties, express or implied, as to the accuracy, completeness or reliability of the information provided in this document. This document is for general informational purposes only and is not intended to be a substitute for detailed research or professional advice and does not constitute an offer, solicitation, or recommendation to buy or sell any product, service or solution. Tech Mahindra Ltd. shall not be responsible for any loss whatsoever sustained by any person or entity by reason of access to, use of or reliance on, this material. Information in this document is subject to change without notice.