

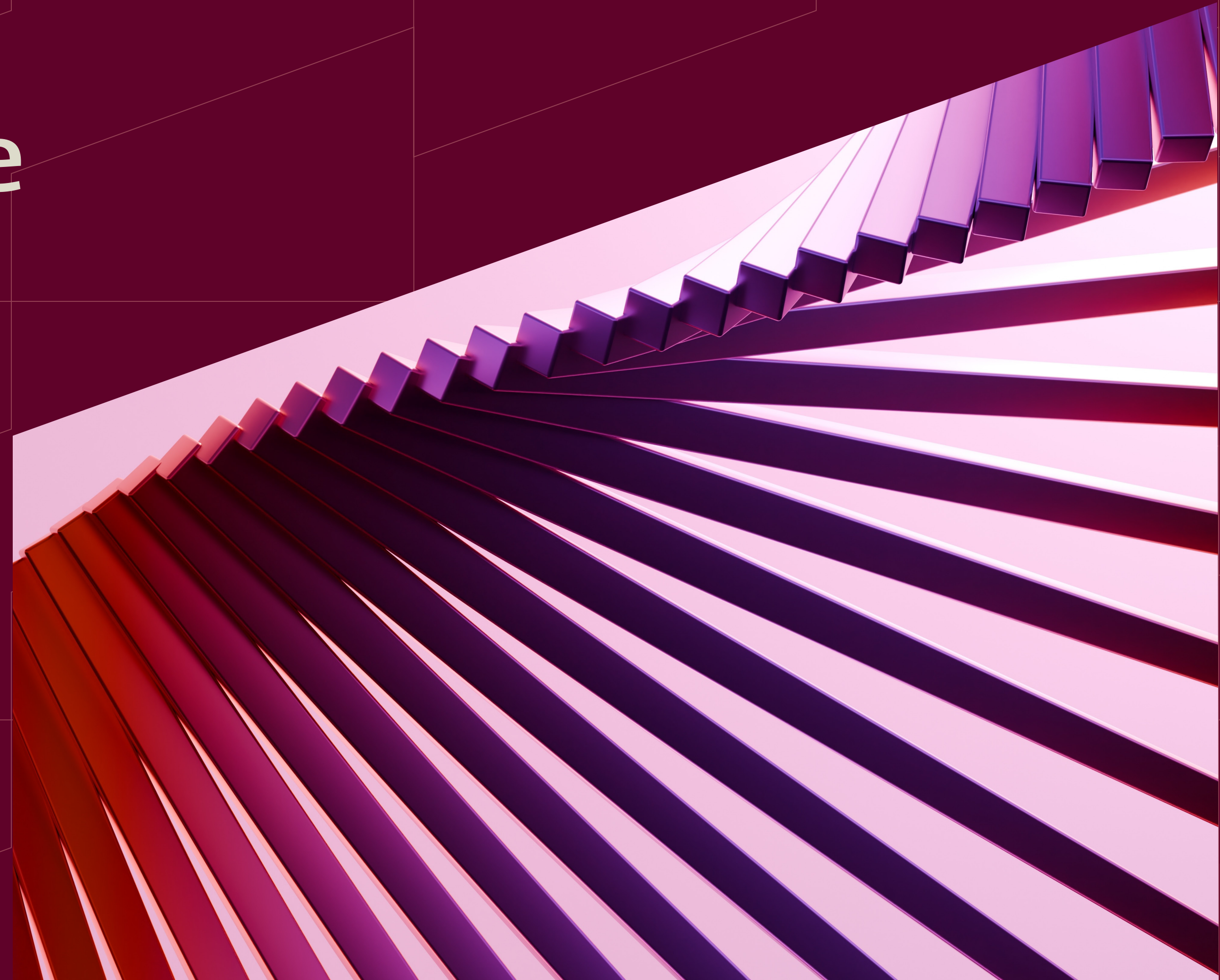
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Case Study

Leading Global Technology Enterprise Streamlines Legal Operations through Agentic AI

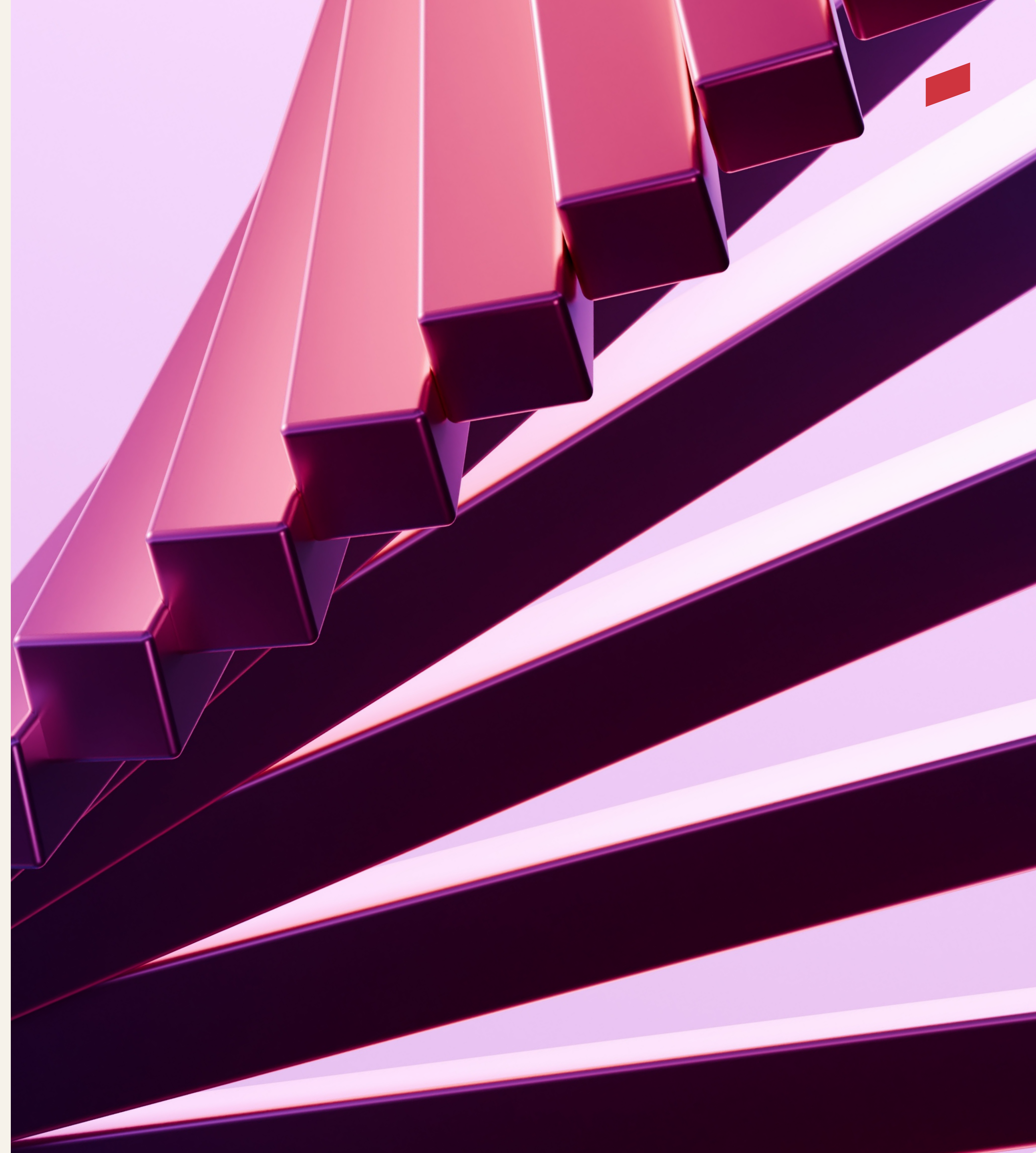


Overview

A leading global technology enterprise has a large in-house legal function that supports compliance, contract lifecycle management, governance, analytics, and regulatory reporting. As operations scaled, the challenges multiplied.

To tackle them, the client partnered with Tech Mahindra to modernize end-to-end support across Snowflake data engineering, application modernization, AI enablement, security remediation, operational excellence, and enterprise data governance while building next-generation Legal AI applications.

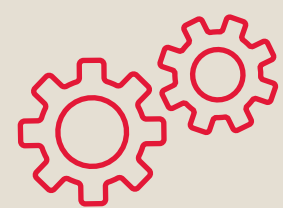
The engagement streamlined incident management, improved knowledge access, strengthened SLA compliance, and established a scalable foundation for AI-driven legal operations.





Client Background and Challenges

A leading global technology enterprise operating across multiple geographies runs a large in-house legal function covering compliance, investigations, contract lifecycle management, governance, and regulatory reporting. As legal and compliance workloads scaled, the organization faced several challenges:



Operational Bottlenecks:

Manual incident creation and resolution processes hinder team productivity and response times.



Compliance and Monitoring Gaps:

The enterprise struggled to maintain consistent SLA adherence and track vulnerability remediation across disparate systems.



Knowledge Fragmentation:

Underutilized historical incident data led to inconsistent resolution quality and recurring manual errors



Our Approach and Solution

Tech Mahindra worked closely with the client's legal operations and technology teams to modernize the legal technology landscape and embed AI across core workflows. The approach combined data engineering, application modernization, and agentic AI to deliver next-generation legal AI applications.

Incident Management Agent:

Provides AI-driven resolution guidance and automated incident creation directly through chat interfaces

SLA Monitoring Assistant:

Tracks incident statuses proactively and notifies teams to ensure strict adherence to service level agreements

Advanced Agentic Frameworks:

Leverages DeepAgents and memory-based subagents to design highly specialized, scalable legal operations workflows

Knowledge Base Automation:

Ingests historical resolution notes into the RAG pipeline automatically to enhance AI-driven incident accuracy

ServiceNow and MCP Integration:

Streamlines incident assignment and vulnerability notification workflows by connecting AI agents to enterprise systems



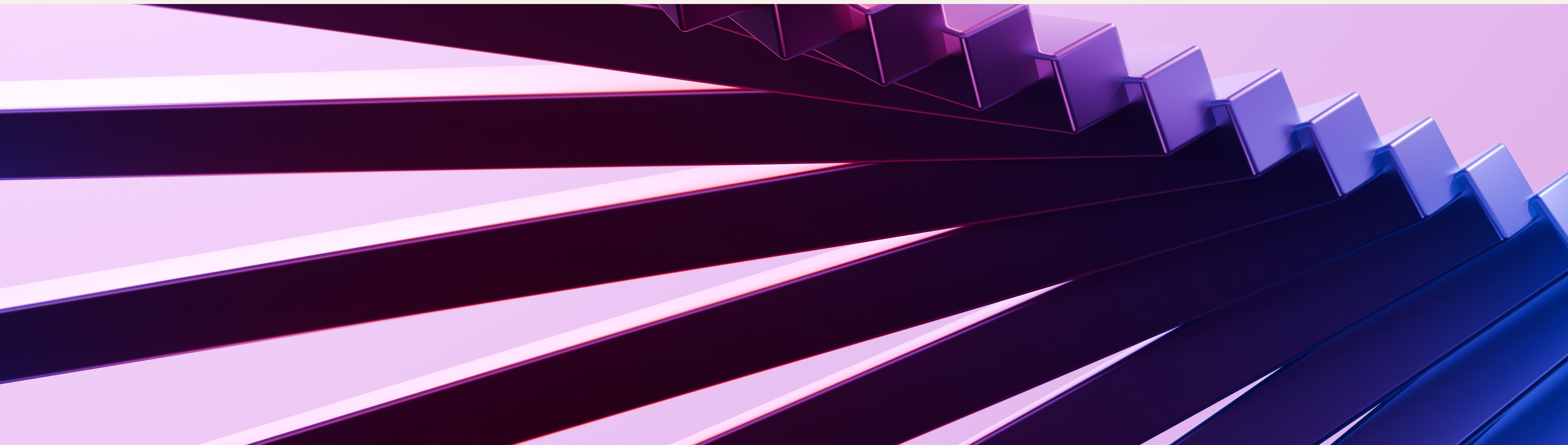
Business and Community Impact

Increased Operational Velocity:

Reduced manual overhead and accelerated incident resolution through automated workflows and intelligent knowledge retrieval.

Enhanced Service Reliability:

Improved SLA compliance and data accuracy through proactive monitoring and automated system integrations



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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