

Case study

Global Media Provider Reduces Network OPEX by 37% Through Network Modernization



Overview

A global media and information service provider set out to establish an independent network after separating from its financial and risk division. However, building this standalone environment was complicated by aging infrastructure, fragmented operations, multiple vendor dependencies, and limited network visibility. The company partnered with Tech Mahindra to modernize its network infrastructure through a network-as-a-service (NaaS) model.

By integrating NaaS with SD-WAN, cloud connectivity, advanced security, LAN transformation, and managed network services, Tech Mahindra simplified operations, enhanced network visibility, and improved operational control. The approach created a scalable, cloud-connected network foundation to support future business needs.



Client Background and Challenges

The customer is a media and information service provider with a network spanning over 200 locations and 24 data centers, serving nearly 25,000 users. Following the divestiture of its Financial and Risk business, the company needed to establish an independent network environment while complying with transition services agreements. This required the disassociation of critical network services without disrupting ongoing business operations.

During this initiative, the company faced:

- A complex network environment comprising decade-old MPLS links, multiple data centers, varied WAN designs, and centralized internet access.
- Aging, unsupported infrastructure dependent on multiple technology vendors.
- Operational complexity involving inventory optimization, new site onboarding, legacy-system integration, and governance controls across the global ecosystem.
- Cloud-first requirements across multiple cloud environments that led to operational hurdles.

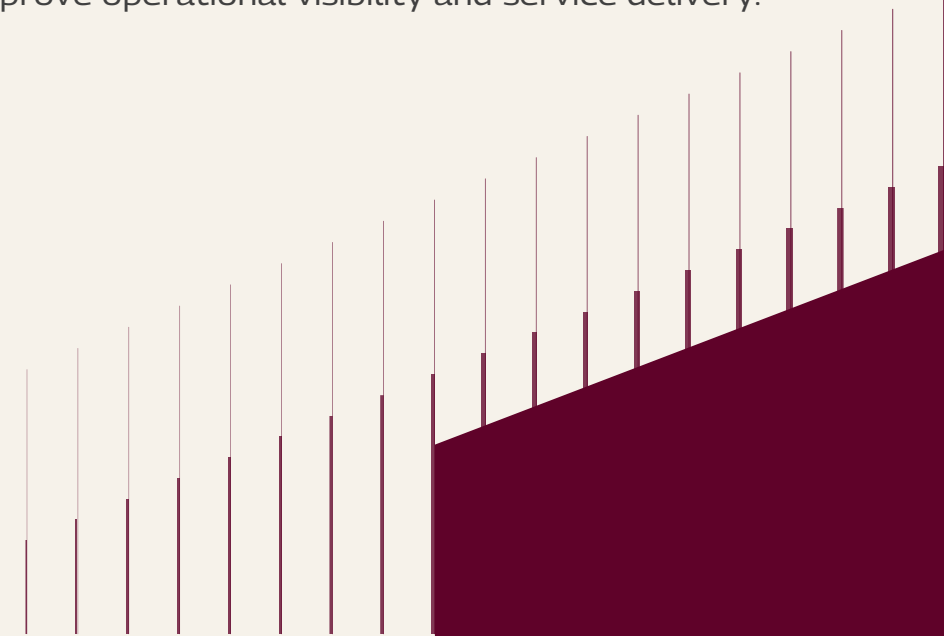




Our Approach and Solution

We implemented a cloud-connected NaaS operating model that integrated network segmentation, modernization, managed services, security, and converged operations.

Our approach included:

- Establishing a wave-based global WAN design that replaced legacy approaches and eliminated shared network dependencies.
 - Building a flexible, resilient, cloud-connected Omega Core network that linked regional networks across EMEA, APAC, and the Americas through Equinix interconnection facilities.
 - Introducing a comprehensive NaaS framework comprising WAN, LAN, WLAN, security, cloud connectivity, transport services, and managed services.
 - Transitioning over 200 enterprise locations to an SD-WAN-enabled architecture with application-aware routing, local internet breakout, centralized orchestration, and transport-independent connectivity.
 - Creating centralized Network Operations Centers in India and Hungary with integrated monitoring, governance, incident and service management, and reporting.
 - Implementing a phased walk-in takeover (WITO) program covering planning, knowledge transfer, governance, and operational transition from incumbent providers across regions.
 - Enabling WAN transition, WLAN migration, and LAN modernization in stages with replacement of legacy technologies, deployment of modern network equipment, and migration of services.
 - Integrating cloud-based security services, enabling secure internet access and remote access in line with the customer's identity and security ecosystem.
 - Using automation frameworks, centralized tools, configuration management, and analytics to improve operational visibility and service delivery.
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Business and Community Impact

Our engagement delivered significant business and operational impact, including:

- 37% reduction in network OPEX through network modernization, simplified operations, and NaaS deployment.
- 99.9% SLA performance and network uptime, improving service reliability and supporting business continuity across the global network.
- 40% faster delivery of network services and infrastructure rollout initiatives, increasing business responsiveness.
- 100% modernization of end-of-support and end-of-life network inventory, reducing technical debt and creating a more sustainable network.
- Improved operational governance and transparency through centralized data monitoring and logging, integrated tools, and common service management processes.
- A scalable, cloud-connected global network foundation supporting cloud-first, mobility-first, and digital-first priorities.



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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