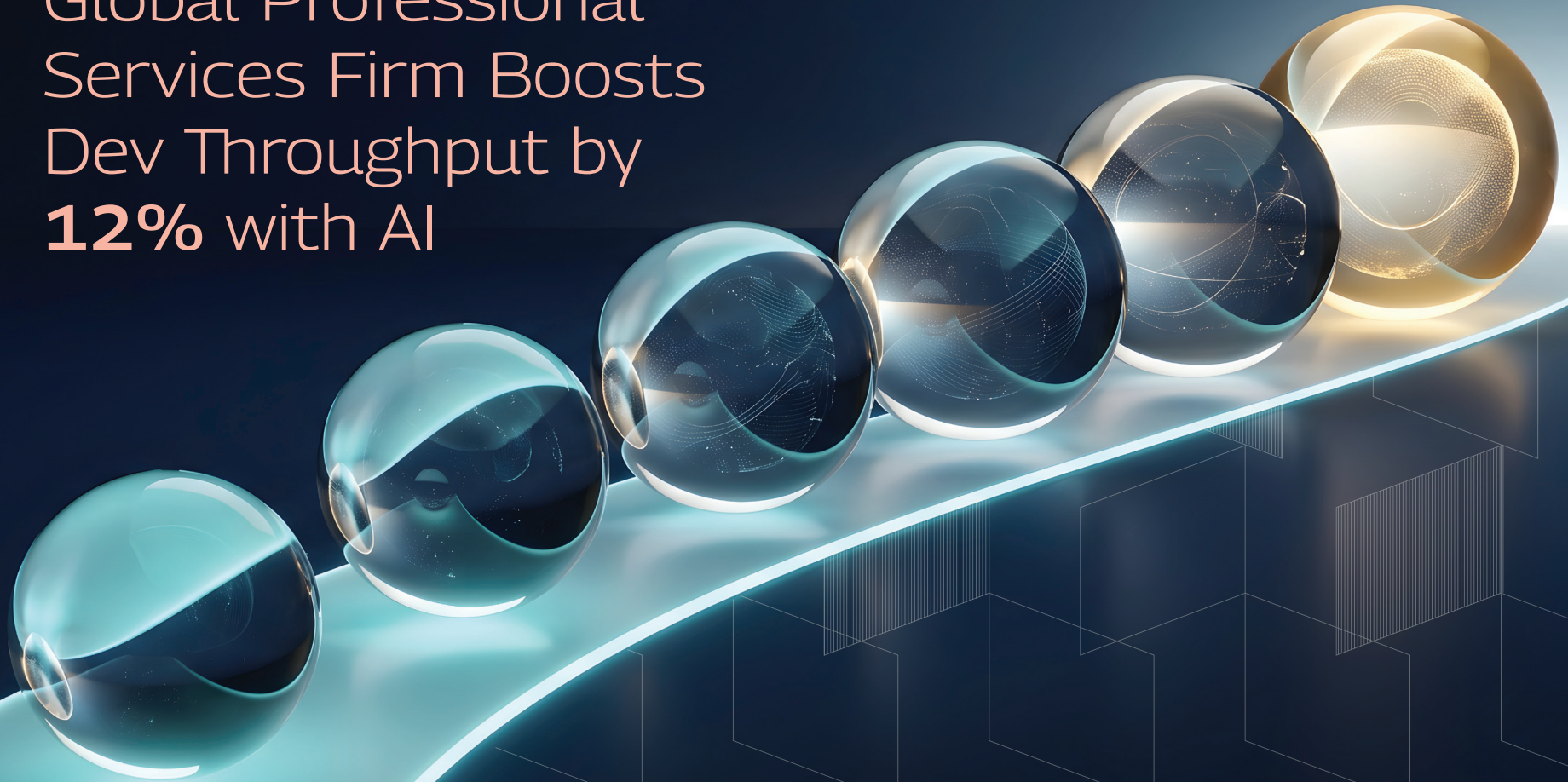


CASESTUDY

Global Professional
Services Firm Boosts
Dev Throughput by
12% with AI



Scale at Speed™

Overview

A global professional services organization with thousands of developers building client-facing solutions struggled to realize consistent productivity gains from AI-assisted development. Inconsistent prompting techniques, fragmented workflows, and the absence of governance were limiting ROI and creating quality risks. Tech Mahindra partnered with the firm to implement an AI-powered SDLC accelerator that combines generative AI tools,

workflow automation, and human-in-the-loop validation within a governed framework. The solution standardized AI-assisted development, improved development throughput by 10–12%, and accelerated software delivery while maintaining quality and compliance standards.

Tech Mahindra partnered with the firm to implement an AI-powered SDLC accelerator

Client Background and Challenges

This global professional services firm is one of the world's largest and most respected organizations, providing audit, tax, consulting, and advisory services to clients across every major industry. Behind its client-facing expertise lies a massive software engineering organization with thousands of developers supporting hundreds of internal and client-facing applications. As the firm accelerated its adoption of AI-powered development tools, it quickly discovered that unstructured usage was creating new challenges, inconsistent quality, governance gaps, and limited automation, that threatened to undermine the very productivity gains it sought.

Inconsistent AI Development Outcomes

Developers using AI tools experienced varying results due to differences in prompting techniques and usage patterns, leading to inconsistent productivity gains and lower-than-expected returns on investment.

Lack of Governance and Standards

The organization faced challenges in enforcing coding standards, security checks, and compliance requirements within AI-assisted development workflows.

High Manual Effort Across SDLC

Managing software development lifecycle activities required significant manual effort from developers, creating inefficiencies and impacting delivery timelines.

Limited Process Automation

The absence of integrated automation across SDLC stages reduced opportunities to streamline workflows and improve development throughput.



Our Approach and Solution

Tech Mahindra partnered with the professional services firm to design and deploy an AI-powered SDLC acceleration framework that would bring structure, governance, and automation to their software development processes without stifling developer creativity.

The solution integrated leading GenAI tools and development platforms within a governed environment. Multiple AI models and code-assistance technologies were leveraged to support engineering tasks across the entire lifecycle, from planning through deployment. Integration with the firm's existing repository management and DevOps platforms enabled seamless workflow execution and improved collaboration across distributed teams.

A key innovation was the introduction of a no-code, skill-based framework that standardized AI usage and development practices across the organization. This ensured that all developers (regardless of experience level or team) could leverage AI effectively and consistently.

The solution also incorporated custom enterprise workflows with human-in-the-loop validation, ensuring that AI-generated outputs met quality, security, and governance requirements before progressing through the delivery pipeline. By combining AI-powered automation with structured governance, the platform enabled the firm to scale AI-assisted development while maintaining the consistency and compliance demanded by its clients.

Key Results at a Glance

- 10-12% improvement in development throughput
- End-to-end SDLC automation
- Faster software delivery timelines
- Reduced manual effort across development workflows
- Governed AI with human-in-the-loop validation

Business and Community Impact

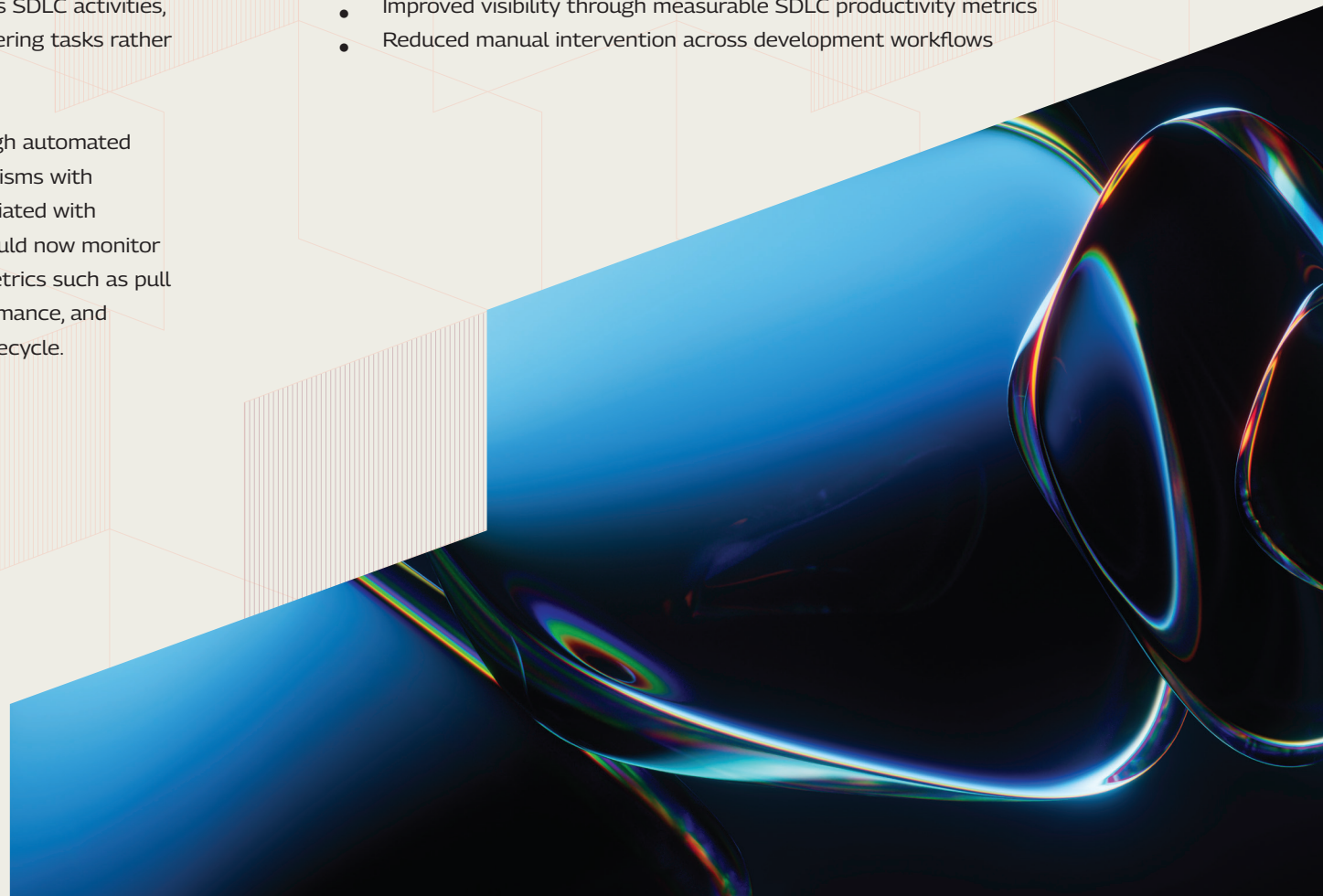
The AI-powered SDLC accelerator delivered measurable improvements in software delivery efficiency and developer productivity, directly impacting the firm's ability to serve its clients.

Development throughput improved by 10-12% across programs, enabling faster project execution and shorter delivery timelines. This meant that client solutions could move from concept to deployment more quickly, improving responsiveness and competitive advantage. End-to-end automation reduced manual effort across SDLC activities, allowing developers to focus on higher-value engineering tasks rather than repetitive administrative work.

The solution also accelerated issue resolution through automated debugging capabilities and self-healing build mechanisms with automated retry functionality, reducing delays associated with development and testing activities. Organizations could now monitor and measure productivity improvements through metrics such as pull request creation rates, user story completion performance, and reductions in manual intervention throughout the lifecycle.

Key Results

- Improved development throughput by 10-12%
- Accelerated software delivery timelines
- Reduced manual effort through end-to-end SDLC automation
- Increased developer productivity across lifecycle activities
- Enabled faster issue resolution through automated debugging
- Supported self-healing builds with automated retry mechanisms
- Improved visibility through measurable SDLC productivity metrics
- Reduced manual intervention across development workflows



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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