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Case Study

Global Telecom Provider Achieves 40% Increase in Efficiency through Automation and Cloud-powered Transformation

Overview

The client is a global provider of telecommunications services that collaborated with TechM Consulting to spearhead a comprehensive digital transformation initiative. By integrating automation and scalable cloud workflows, we eliminated redundancies and empowered the organization with real-time insights and flexible operations. The result was a 40% increase in overall efficiency, enhanced content accessibility, and faster product delivery cycles. This strategic collaboration not only streamlined internal processes but also reinforced the telecom provider's position as a dynamic, innovative-focused market leader.



Client Background and Challenges

The client is a global provider of telecommunications services, offering solutions across broadband, mobile, TV, and IT services. With operations in approximately 180 countries across the globe, the client has a significant international presence, catering to various customer segments through distinct business units:

Consumer

Providing telecommunications services to individual and family customers in the UK.

Enterprise

Offering specialized solutions for businesses and public sector entities within the UK and internationally.

Global Services

Managing international telecommunications operations and large-scale global network initiatives.

Global Telecom Provider offers solution across broadband, mobile, TV, and IT services in approximately 180 countries worldwide.

Key Challenges

Strategic Global Network Expansion

Expansion of global services network efficiently while maintaining high service quality and overcome capital constraints to sustain infrastructure growth and international presence.

Competitive Service Enhancement

Strengthening offerings to provide superior and cost-effective solutions to customers worldwide.

Supplier Agreement Optimization

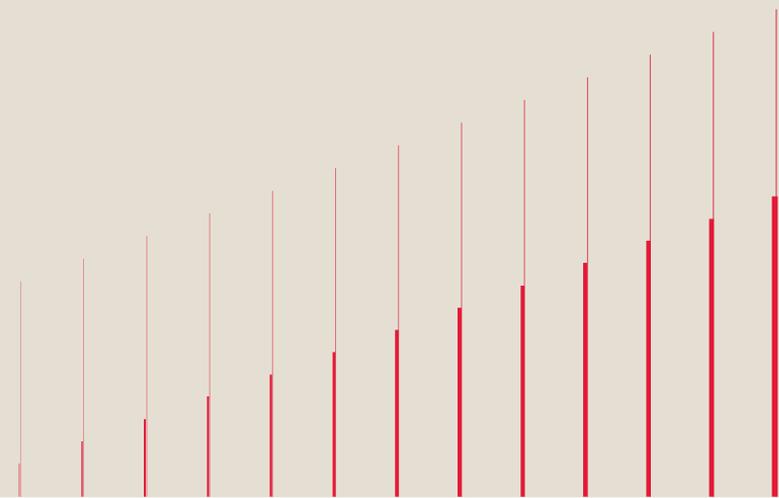
Establishing mutually beneficial partnerships with local suppliers to streamline operations.

Optimizing Service Delivery Cycles

Accelerate provisioning timelines to improve responsiveness and ensure seamless, cost-effective end-to-end service execution with operational excellence.

Managing High Customer Demand and Network Security

Addressing customer demands while maintaining strong network security and effective fault management strategies.





Approach

We engaged our highly skilled process consultants to assess target regions, local telecommunications providers, and data center vendors, ensuring a comprehensive evaluation of the operational landscape. We leveraged our proven strategize, design, enable and value realize approach using eTOM and ITIL frameworks.

Key Initiatives Undertaken

- Conducted thorough evaluations of supplier RFP responses across diverse products and services, utilizing Client's standard KPI framework to ensure alignment with the organization's operational goals.
- Identified optimal partners for Global Network Fabric (GNF) initiatives by accessing data centers and telecommunications providers.
- Maintained transparent communication with stakeholders to ensure alignment and mitigate disruptions during implementation phases.
- Collaborated with Client's virtual launch team, including service delivery, service assurance, cease, costing, service introduction, product, procurement, network design, and delivery management units, to coordinate seamless launches.
- Developed direct relationships with local access suppliers worldwide to analyze their operational processes and create comprehensive supplier operation manuals for Client's operations team.
- Enhanced Client's internal applications to streamline service delivery cycles and fault repair processes, boosting overall efficiency.
- Facilitated initial orders during launch phases to ensure smooth transitions and promptly address any emerging issues.
- Applied standardized business-as-usual (BAU) launch frameworks for onboarding new access suppliers, ensuring long-term operational success.

Delivered Value and Business Impact

Global Expansion and Scalability

Providing telecommunications services to individual and family customers in the UK.

Automation and Digitization

Automated supplier processes and digitized supplier details to enhance efficiency and transparency for 60+ supplier on Global Fabric platform.

Innovative Product Deployment

Launched 100+ new and existing access variants world-wide over a period to reinforce market adaptability and to elevate customer satisfaction.

Agile Transformation in GNF

Under the Global Network Fabric (GNF initiative), completed 26 aSOM overhauls following an agile methodology, accelerating execution and adaptability.

Cost and Operational Optimization

Implemented a highly cost-effective solution with minimal capital investment, maximizing operational value.

Supplier Relationship Management

Built a strong engagement model to simplify offerings and improve customer experience.



About TechM Consulting

At TechM Consulting, we empower clients to turn disruption into opportunity by building future-ready capabilities. Our unique value velocity V Factor methodology, rooted in co-creation deep listening agile execution and seamless collaboration, enables enterprises to deliver greater stakeholder value with greater speed and agility.

Please visit:

<https://www.techmahindra.com/services/techm-consulting/>

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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/>.



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