

Case Study

Leading Aircraft Manufacturer Clocks 70% Increase in Productivity



Overview

A world-leading aerospace corporation was facing significant challenges within their inventory and procurement operations, which were impeded by outdated systems and data silos. By developing a future-ready, cloud-native collaboration platform with a model-based, reusable framework, Tech Mahindra streamlined processes and improved data visibility. The solution resulted in an increase in productivity, a reduction in rework, and enhanced agility in responding to business needs. This transformation not only minimized costs associated with legacy systems but also significantly improved user experience and operational efficiency.

Client Background and Challenges

A global leader in aircraft manufacturing and maintenance, repair, and overhaul (MRO) services, the client has a long history of continued excellence in aerospace. In a two-decade long strategic partnership with the client, Tech Mahindra provided a myriad of purpose-specific solutions to various of their business units, based on extensive domain knowledge and technical expertise.

The client's inventory and procurement operations were hindered by fragmented outdated systems and applications, including legacy tools and monolithic frameworks, generating several critical bottlenecks.

Operational inefficiency

Steep software licensing fees led to diminishing business value and a drop in overall productivity

Data silos

Fragmented and restricted data delayed critical decision-making on the manufacturing of parts in-house or procuring them externally

Technical debt

Large digital footprint with poor usability and scalability, inadequate performance, and a lack of documentation, multiplied the problem



Our Approach and Solution

We spearheaded the development of a new-age collaboration platform designed to replace legacy tools and centralize R&D data on a robust technical stack.



Cloud-native architecture

This was built leveraging the power of cloud and PaaS services for modernization and scalability



Model-based reusable framework

A robotic-application approach for administrators to develop new dynamic screens and features with no additional code



Integrated data flow

Automated data migration with ERP and PLM; moved to a cloud environment, ensuring smooth information flow



Modern tech stack

This was developed on completely modernized technologies to future-proof operations



New ways of working

An agile approach was implemented, and the working model was delivered as a show-and-tell; the product was developed over time



Business and Community Impact (Benefits)

The transformation to a modern, integrated platform delivered immediate and long-term value.

Unified data visibility

A single, centralized platform served as the source of truth, enabling better visibility and more informed procurement decisions

Improved productivity

Achieved nearly **70% increase in productivity** across design, production, inventory, and procurement through enhanced collaboration

Enhanced agility

A reusable framework enabled rapid rollout of new features and screens, allowing quicker response to evolving business needs

Superior user experience

Role-based access, personalized views, and responsive design improved user adoption and operational efficiency

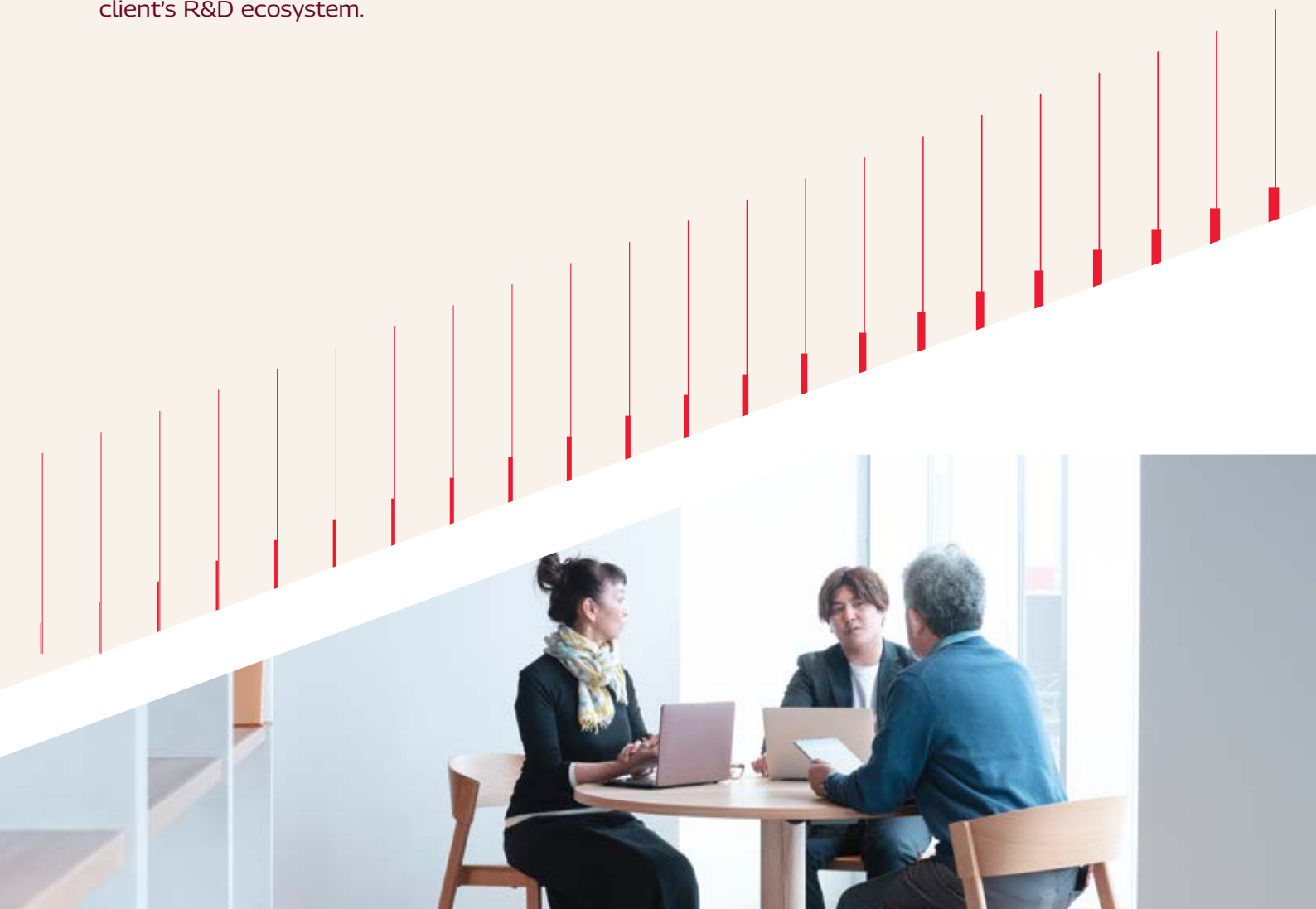
Cost optimization

The transition from legacy, license-heavy systems to a modern architecture significantly reduced maintenance costs and technical debt

Reduced rework

Delivered up to **15% reduction in rework**, minimizing scrappage and improving turnaround time

The engagement's success was underscored by the client's recognition of the team's resilience and technical depth, dealing with ambiguity yet making incremental changes enabling consistent delivery despite complex challenges. The partnership continues to accelerate digital maturity across the client's R&D ecosystem.



About Tech Mahindra

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