



**TechM
CONSULTING**

Case Study

Leading North American Energy Enterprise Saves \$50M+ by Establishing an Automation Center of Excellence



Scale at Speed™

Overview

North America's largest energy infrastructure company sought to improve operational efficiency after multiple acquisitions created a fragmented system landscape. They partnered with Tech Mahindra to establish a centralized Automation Center of Excellence (CoE) that streamlined governance, accelerated digital adoption, and drove scalability across business units. By deploying 210+ automation bots and enabling hyper-automation initiatives, the CoE has achieved a measurable ROI, saving the enterprise \$50M+ while laying a sustainable foundation for innovation and efficiency.

Client Background and Challenge

Headquartered in Canada, the client delivers energy across North America through four business units: Liquid pipeline, natural gas, gas utilities and storage, and renewable energy. Following several acquisitions, the organization faced challenges in integrating disparate processes and multiple ERP systems. Manual, repetitive tasks consumed valuable resources, while fragmented systems limited visibility and slowed decision-making. Dependence on specific team members restricted 24/7 access to information, and the legacy automation platform was costly, complex, and slow to scale. To overcome these obstacles, the client sought Tech Mahindra's expertise to build a scalable automation CoE.



Solution Approach

We designed and operationalized best-in-class automation CoE for the client that hinges on robust governance, standardization, and scalability. The approach included:

- Strategic Governance and Operating Model - Defined a framework for automation strategy, stakeholder engagement, and change management.
- Opportunity Identification - Evaluated 600+ use cases using process mining and design thinking workshops, ensuring technical and financial feasibility.
- Technology Enablement - Deployed solutions using UiPath, Power Automate, and ABBYY, delivering intelligent automation across critical functions.
- Conversational AI - Launched chatbots integrated with ERP systems via a data lake on MS Teams, later migrated to KoreAI for faster scaling and improved self-service capabilities.
- Value Tracking - Delivered real-time insights through Power BI dashboards, monitoring KPIs, and automation performance.

The CoE became an innovation engine, ensuring consistent adoption of automation best practices across the enterprise.

Business Impacts and Highlights

- **\$50M+ cumulative savings** achieved through automation initiatives.
- **210+ bots deployed** into production with a **99% success rate**.
- **CAD 90K savings** from the Supply Chain Digital Assistant (SAM) AI solution.
- **Annual CAD 365K sustainment savings** from the Gas Virtual Assistant (cozE).
- **25+ operational dashboards** and **40+ KPIs** enabled for real-time insights.
- Improved workforce efficiency, customer service, and decision-making across business units.

By building a scalable automation CoE, Tech Mahindra empowered the client to transform operations, reduce costs, and accelerate digital transformation at enterprise scale.

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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