Case Study

Leading Telecom Provider Enables Faster Field Service Response, Real-Time Operational Visibility with AI-Powered Field Service Optimization



Overview

A leading telecommunications provider sought to transform its field service operations to improve workforce productivity, optimize resource utilization, and elevate service delivery for a growing customer base. However, limited operational visibility, manual coordination, inefficient resource allocation, and constrained planning capabilities impacted service efficiency and responsiveness. Tech Mahindra deployed an AI-enabled field service optimization platform that centralized operations, enabled intelligent scheduling and dispatch, provided real-time visibility into field activities, and introduced advanced planning and forecasting capabilities. The transformation streamlined service execution through automation and data-driven insights, driving greater operational efficiency, workforce effectiveness, and customer service performance.



Client Background and Challenges

The client, a leading telecommunications provider embarked on a field service transformation initiative to improve workforce productivity, optimize resource utilization, and enhance service delivery for a growing customer base. Key challenges included:



- **Limited Field Visibility:**
  Lack of real-time visibility into field resources, assets, and service activities restricted operational control and responsiveness.
- **Suboptimal Resource Utilization:**
  Manual scheduling and dispatch processes resulted in inefficient workforce allocation and utilization.
- **Operational Bottlenecks:**
  Manual coordination led to service delays, execution inconsistencies, and reduced operational efficiency.
- **Limited Planning Capability:**
  Inadequate planning and forecasting capabilities hindered proactive resource management and service performance.
- **Increasing Service Expectations:**
  Rising customer demand for faster response and resolution times placed greater pressure on field operations.

Our Approach and Solution

We deployed an AI-enabled field service management optimization platform to centralize field operations and increase workforce efficiency.

- Established a centralized hub for handling field service activities and operations.
- AI-driven scheduling and automated dispatch workflows optimizes resource allocation.
- Delivered real-time visibility into workforce activity, field assets and service status.
- Built intelligent planning and forecasting capabilities supporting strategic decision- making.
- Automated workflows and data driven strategic insights to reduce manual coordination processes significantly



Business Impact

15% improvement in contact centre productivity, driven by process optimization and operational

14% increase in Employee Availability Percentage (EAP), enabling greater workforce effectiveness and service capacity.

33% increase in rapid utilization, improving responsiveness and resource deployment efficiency.

13% reduction in associate utilization, reflecting more balanced workload distribution and optimized resource management



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 152,000+ professionals across 90+ countries helping 1100+ clients, Tech Mahindra provides a full spectrum of services including consult-ing, information technology, enterprise applications, business process services, engineering services, network services, customer experience & design, Al & 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 recognises 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/.

www.techmahindra.com
www.twitter.com/tech_mahindra
www.linkedin.com/company/tech-mahindra

Copyright © Tech Mahindra Ltd 2026. All Rights Reserved.

Disclaimer: Brand names, logos, taglines, service marks, tradenames and trademarks used herein remain the property of their respective owners. Any unauthorized use or distribution of this content is strictly prohibited. The information in this document is provided on "as is" basis and Tech Mahindra Ltd. makes no representations or warranties, express or implied, as to the accuracy, completeness or reliability of the information provided in this document. This document is for general informational purposes only and is not intended to be a substitute for detailed research or professional advice and does not constitute an offer, solicitation, or recommendation to buy or sell any product, service or solution. Tech Mahindra Ltd. shall not be responsible for any loss whatsoever sustained by any person or entity by reason of access to, use of or reliance on, this material. Information in this document is subject to change without notice.