

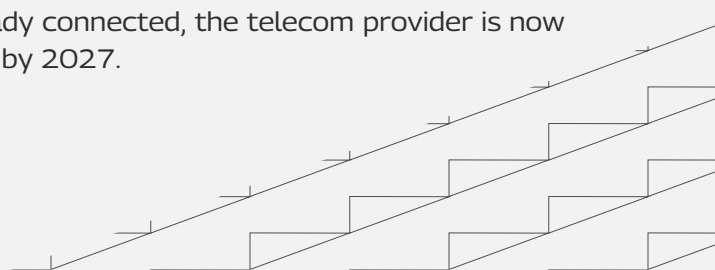
SUCCESS STORY

Leading UK Telecom Saves 70% Costs Through Optimized Full Fiber Network Planning



Overview

A leading UK telecom provider set a lofty goal of expanding its full-fiber broadband network to 25 million homes by 2027. However, high costs and long planning cycles stood in the way. Partnering with Tech Mahindra, the provider implemented an automation-led solution that streamlined the entire network planning process. The results were transformative with up to 70% cost savings per home and a 90% reduction in planning cycle times. As of today, the provider has successfully connected 14 million homes across the UK. With 14 million homes already connected, the telecom provider is now accelerating its journey toward the 25 million home goal by 2027.



Client Background and Challenge

The client is a leading telecommunications provider in the UK with a significant strategic ambition to expand its full-fiber broadband network to 25 million homes by 2027. As a market leader, they had already made substantial progress by connecting 14 million homes. Still, they were facing critical operational hurdles that threatened their ability to meet the final target on time and within budget.

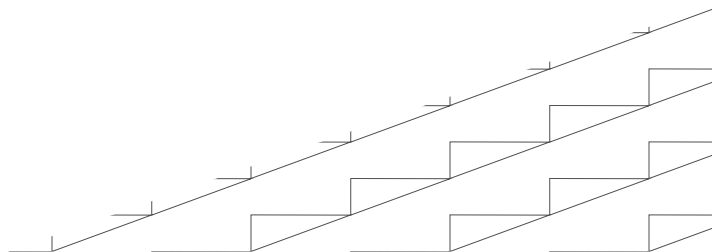
Before the partnership, the client faced the following key challenges:

- ⌚ **Unsustainable Planning Costs:** The original network planning process was prohibitively expensive, with high costs per home that made the large-scale rollout financially challenging.
- ⌚ **Extremely Slow Planning Cycles:** It took a full 14 weeks to complete the planning for each new area, a major bottleneck that severely hindered the pace required to meet their 2027 deadline.
- ⌚ **Reliance on Manual and Inefficient Workflows:** The process was heavily dependent on manual effort across all stages, from area planning to final design, leading to slow progress and a higher potential for human error.
- ⌚ **Fragmented Operations and Lack of Accountability:** There was a disconnect between the field survey teams and the design engineers. This lack of integration caused information gaps, delays, rework, and a lack of clear end-to-end ownership.
- ⌚ **Poor Data Integrity:** Foundational data, such as address accuracy, was unreliable and required validation, indicating that planning was being built on a potentially flawed base.
- ⌚ **Inconsistent Quality and Standardization:** The lack of a streamlined, standardized process resulted in variable design quality across different projects and regions, complicating execution and maintenance.

Our Approach and Solution

Tech Mahindra designed and executed a comprehensive, automation-first approach covering all stages of the network planning lifecycle:

- ⌚ **Area Planning and Design**
Validated address accuracy, performed data integrity checks, and demarcated Points of Presence (PoP) boundaries.
- ⌚ **High-Level Design (HLD)**
Planned placement of infrastructure, including toby boxes, poles, nodes, and civil components like ducts and trenches.
- ⌚ **Field Inspection Report (FIR)**
Conducted detailed field surveys to verify existing infrastructure and proposed new civil elements. Identified deviations and created Straight Line Diagrams (SLDs).
- ⌚ **Final Precise Design Document**
Incorporated FIR feedback into the final network design. Updated all GIS layers, prepared wayleave release sheets, and created overview maps for execution.



Business and Community Impact

This partnership delivered measurable impact:

- ▶ 70% reduction in planning cost per home through streamlined processes and reduced manual effort
- ▶ Planning cycle time reduced from 14 weeks to under 1 week —a 90%+ improvement
- ▶ End-to-end accountability through integrated field survey (Orion) and design. Improved quality and standardization with simplified process documentation

The next phase will focus on:

- ▶ Expanding automation-led planning across new regions
- ▶ Enhancing integration with field and GIS systems
- ▶ Improving data-driven decision-making
- ▶ Maintaining design precision and speed at higher volumes

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 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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