

Case Study



**Tech M enables 30% TCO saving
for Jab Holdings-backed F&B
Retail company.**



Overview

In 2018, JAB Holdings invested approximately \$2 billion in a fast-food franchise headquartered in the UK. The client partnered with Tech Mahindra to overcome critical operational challenges and enhance service delivery, driving service transformation towards a global operating model. Tech Mahindra focused on optimizing clients' IT infrastructure through cloudification, systems re-engineering, and data engineering to ensure enhanced service delivery.

Client Background and Challenge

The client, a global fast-food franchise with 697 locations worldwide, including 498 in the UK, successfully completed its digital transformation with Tech Mahindra. Following its acquisition by Germany-based private equity firm JAB Holdings in 2018, the client partnered with Tech Mahindra to enhance its technology integration across operations and support centers to enable large-scale service transformation.

The client faced several pressing challenges:

- Legacy IT systems hindering new technology integration
- Need to improve service quality to meet industry standards
- Frequent IT downtimes in stores causing operational disruptions
- Lacking agility and faster time to market impacting overall competitiveness

Our Approach and Solution

Tech Mahindra enabled the client's digital transformation by adopting a cloud-first strategy enabling a seamless shift to modern, scalable cloud infrastructure by:

- Accelerating the client's digital journey with a cloud-first approach
- Delivering a completely transparent and predictable pricing model with in-built flexibility
- Empowering users with a self-service and consumer-like experience
- Executing application and data transformation using an agile methodology



Business and Community Impact

- Achieved a 30% reduction in Total Cost of Ownership (TCO) through optimized processes and technology integration
- Secured over \$ 10 million in guaranteed savings, including 15% savings on capital expenditures (CapEx)
- Established a \$2 million innovation fund for the client to accelerate their transformation journey and drive impactful change.
- Achieved zero-touch delivery with a seamless, 100% migration to Azure.
- Supported 350+ servers and 8,000+ users across the franchise.
- Transitioned to a CapEx to operational expenditure (OpEx) commercial model.
- Achieved a customer satisfaction (CSAT) score of over 4.8/5 through the new-age delivery model.

To know more, reach us at Privateequity@techmahindra.com



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 150,000+ 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 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 www.techmahindra.com

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