

Case Study

**Digital Transformation Saves
\$50 Mn for Platinum Equity
backed Chemical Manufacturer**



Overview

A client specialized chemicals producer collaborated with Tech Mahindra to embark on a digital transformation journey to fortify its market position and achieve sustainable growth.

Leveraging its supply chain optimization and digital transformation expertise, Tech Mahindra delivered advanced solutions in analytics, IoT, cloud computing, and supplier diversification strategies. The goal was to streamline the client's operations, enhance resilience, and improve the overall user experience, thereby driving significant business value.

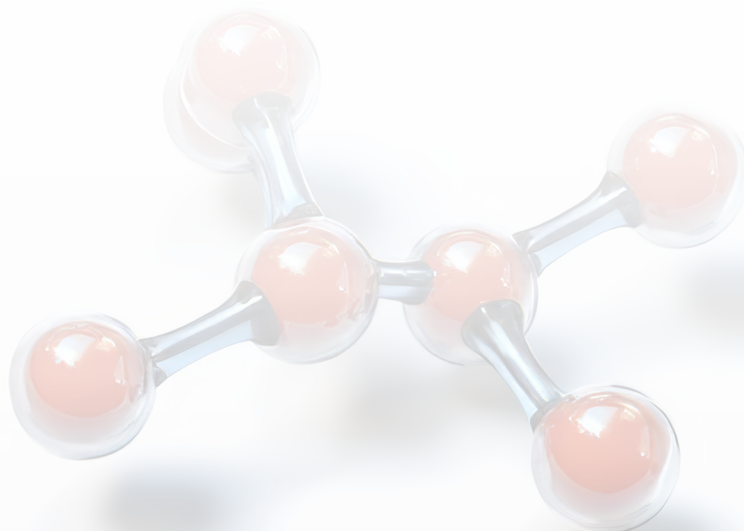
Client Background and Challenge

The Client, catering to the pulp, paper, water, and oil & gas industries, was acquired by Platinum Equity.

- Establishing a new IT strategy, infrastructure, and applications to align with the evolving business objectives.
- Optimizing IT costs and executing technology transformation initiatives.
- Providing continuous technology support for business-as-usual operations and integrating new bolt-on acquisitions

Our Approach and Solution

Tech Mahindra proposed a comprehensive IT suite tailored to the client's specific needs, encompassing a wide range of technology solutions. This included migrating SAP ERP Central Component (ECC), Human Capital Management (HCM), Web Methods, Salesforce (SFDC), and other applications to align with the client's new business requirements. Additionally, we proposed the integration of ServiceNow, Control M, HP OpenView, and other tools globally to streamline IT operations. The team also leveraged AI operations to enhance cost efficiency and employed Robotic Process Automation (RPA) to reduce operational expenditure.



Business and Community Impact

Tech Mahindra's collaboration resulted in transformative business outcomes for the client, including:

- Revolutionized the client's technology landscape
- Bolstered efficiency and resilience
- Fortified the clients' market position
- Enabled sustainable growth
- Delivered superior service, reflected in a customer satisfaction score of 4.8/5
- Achieved \$50 million in savings in five years, illustrating the value of collaboration

Business outcomes delivered

Tech Mahindra's collaboration resulted in transformative business outcomes for the client, including:

- Through this collaboration, TechM helped the chemical manufacturer achieve cost optimization and drive technology transformation delivering the following outcomes
- 30% reduction in operating costs, with \$50 million savings realized over 5 years.
- 20% reduction in support tickets, enabled by 24/7 end-to-end support powered by AI-driven solutions.
- Streamlined over 70 applications serving more than 6,000 users across 50 locations and Successful migration of SAP ERP Central Component (ECC) and 25 other applications
- Reduced operational expenditure driven by Robotic Process Automation (RPA).
- Increased automation to minimize manual intervention, thereby reducing human errors.

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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