

Case study

Reducing Network OPEX and Incidents Through Managed SD WAN, Automation, and Centralized Operations



Overview

A global manufacturer specializing in fiber-based materials was considering upgrading its enterprise network to better support its manufacturing facilities, cloud workloads, and operations spread across the globe. The old on-premises infrastructure, along with limited visibility and high operational costs, made it challenging to scale and maintain service quality. Tech Mahindra partnered with the client to implement a cutting-edge SDWAN and security architecture, featuring centralized monitoring and automation. This transformation not only boosted network reliability but also reduced operational costs, paving the way for a more resilient and scalable operating model.



Client Background and Challenges

The client operates across various regions, providing support to manufacturing plants and enterprise users who depend on secure, reliable connectivity. Their old network, based on decentralized on-premises firewalls and isolated operations, led to inconsistent security, limited scalability, and slow problem resolution. Without centralized visibility and proactive monitoring, they faced increased incident volumes and higher operational costs. To tackle these issues, the client needed a unified, secure, and managed network solution to enhance performance, reduce operational expenses, and enable future digital initiatives.

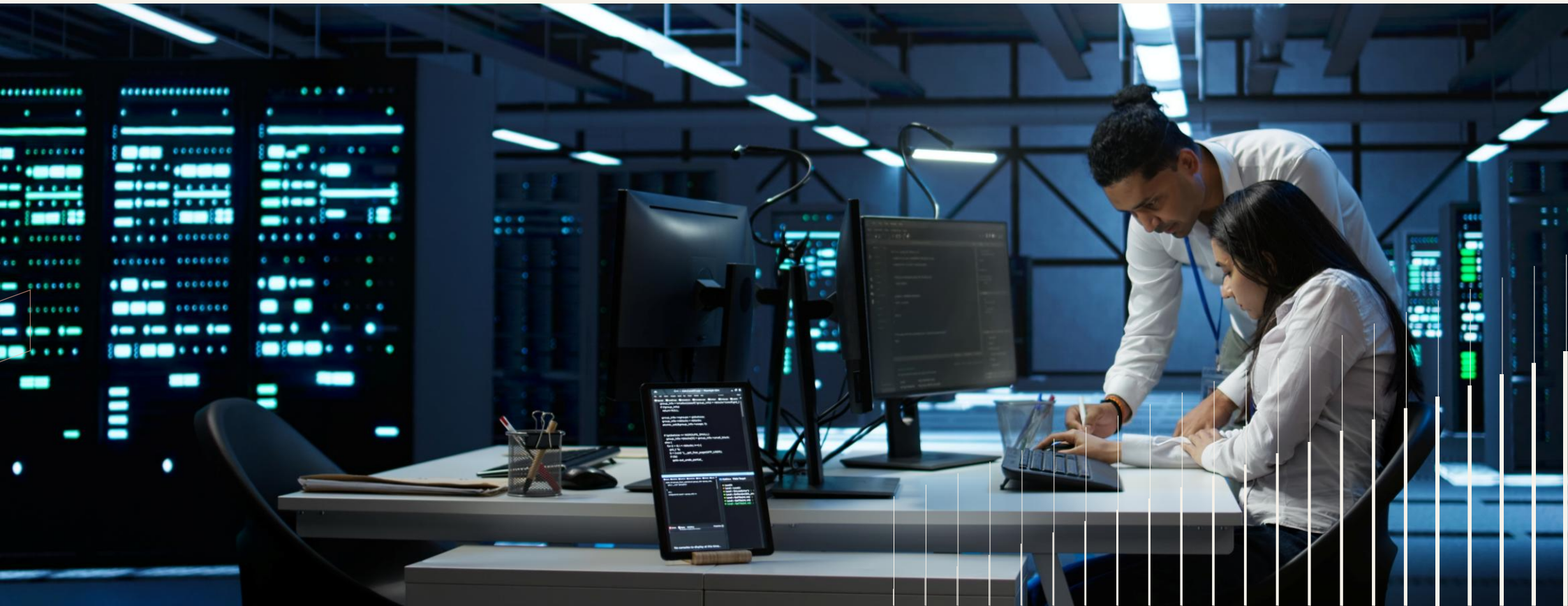
Our Approach and Solution

- Revamped the old on-premises firewall setup into a cutting-edge Fortinet network that spans both on-prem and cloud environments.
- Rolled out Fortinet SD-WAN across more than 100 locations to ensure secure and reliable connectivity.
- Provided secure LAN options (both wired and wireless) and improved VPN access through Fortinet's robust security measures.
- Set up a 24/7 network operations center (NOC) using Tech Mahindra's TACTIX command center for effective monitoring, analytics, and incident management.
- Leveraged automation and analytics with TACTIX and ansible to boost operational efficiency.



Business and Community Impact

- Reduced operational expenses through a shared service model, centralizing operations, and automated service delivery.
- Improved visibility and proactive monitoring leading to fewer incidents and faster resolutions.
- Strengthened network security, maintaining consistency across all our global manufacturing and office locations.
- Achieved greater flexibility and scalability.



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 147,000+ 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/>.

*Figures as per Q4, FY 26.



www.techmahindra.com

www.linkedin.com/company/tech-mahindra

www.x.com/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.