

# ServiceNow and Tech Mahindra: AI that scales your business.

MARCH 2026

TECH  
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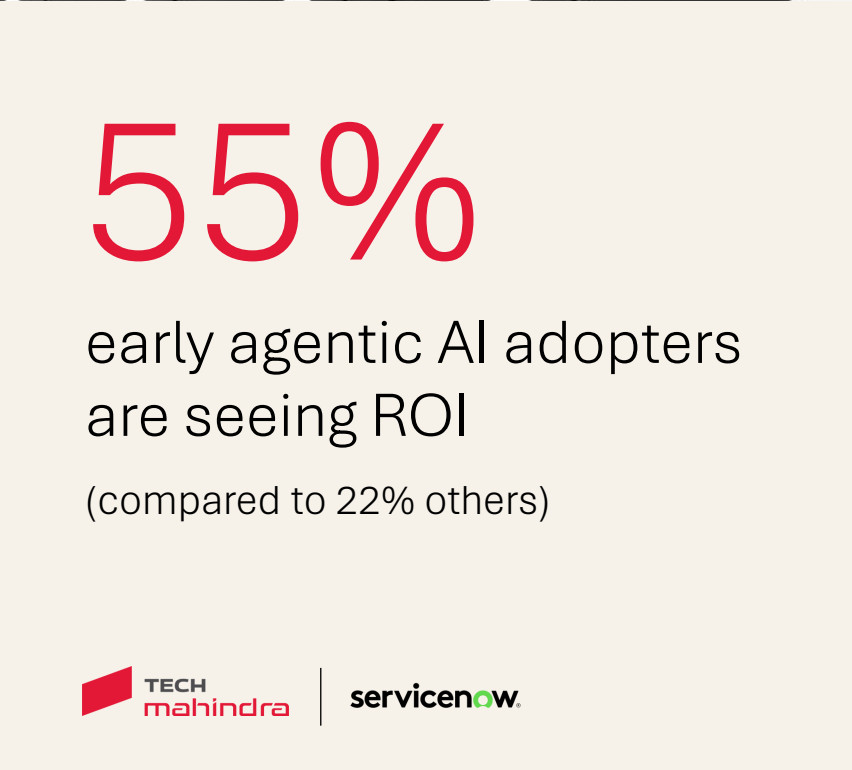
AI agents are  
here and **already**  
**delivering value**



# 56%

early agentic AI adopters  
have reported improved  
experiences

(compared to 27% others)



# 55%

early agentic AI adopters  
are seeing ROI

(compared to 22% others)



# 55%

early agentic AI adopters  
have seen increased  
efficiency & productivity

(compared to 24% others)

**AI promise is real,**  
but AI innovation  
is outpacing  
organizational  
readiness

^ **At least 15%**  
of routine decisions will be made  
autonomously by agentic AI by 2028,  
up from 0% in 2024

∨ **9 pts**  
Enterprise AI adoption  
slipped Y/Y

# Tech Mahindra and ServiceNow deliver AI that understands your unique needs, bringing



Predictive analytics



Intelligent automation



Transparency



Security

to your existing tech stack.

**Proven** capabilities. **Powerful** AI.  
**Real** business outcomes.

**servicenow**<sup>®</sup>

The AI control tower for  
business reinvention



**TECH**  
**mahindra**

End-to-end solutions backed  
by deep vertical expertise

Together, Tech Mahindra and ServiceNow have driven business transformations for global enterprises across industries



Thailand's leading phone operator

Supported

**12,500**

devices across on-premises and cloud

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American lawn care leader

**Complete control over and access**

to IT platforms and infrastructure library

[LEARN MORE](#)



American multinational food & beverage company

**\$150-200K**

cost savings per MVP

[LEARN MORE](#)



Semiconductor & display equipment leader

**80%**

reduction in email-based support tickets

[LEARN MORE](#)



Leading Australian insurer

**80%**

improvement in operational efficiency

[LEARN MORE](#)



Nordic-Baltic communication leader

**40%**

reduction in TTM for field service duration

[LEARN MORE](#)



Fiber-based material manufacturer

**4.5/5**

rating for overall CSAT

[LEARN MORE](#)



Leading Australian telecom company

**70%**

improvement in operational efficiency

[LEARN MORE](#)

# Reinvent your enterprise with one platform and cutting-edge AI

**servicenow** AI Platform (+)

**TECH mahindra** deep vertical expertise

ANY INDUSTRY



MANUFACTURING



TELCO



BFSI

ANY

AI

ANY

Data

ANY

Workflows

**servicenow**



← CLOUD →

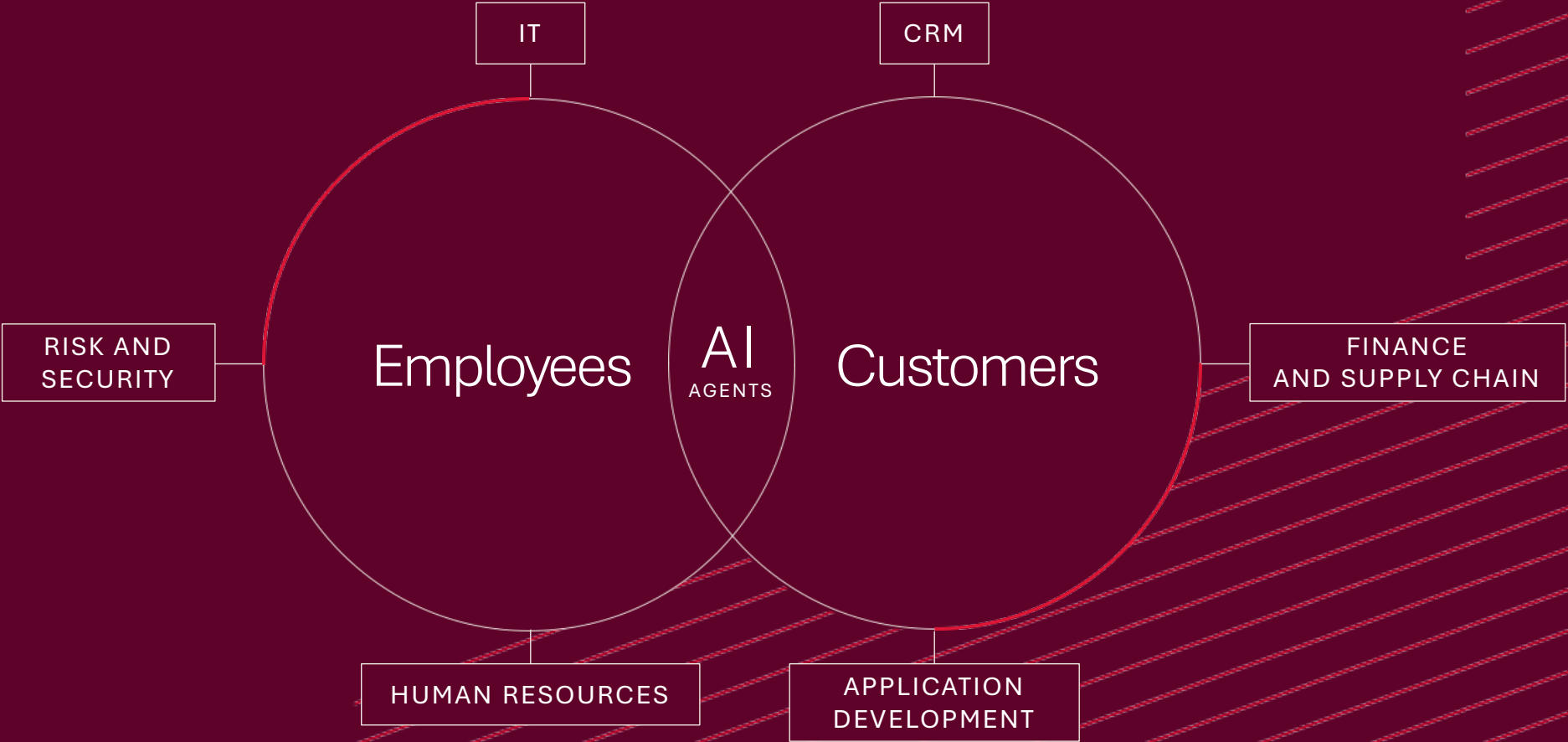


ANY

← SYSTEM →



# Connect everything and everyone in every corner of your business

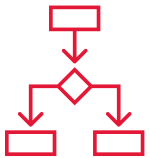


ServiceNow AI Platform (+) Tech Mahindra deep vertical expertise

# Modernize your enterprise and **innovate faster**



**Radically simplify** processes and **scale smarter** with Tech Mahindra's ServiceNow expertise





**Streamline** operations with automation for **hyper-personalized** experiences



Harness AI-driven intelligence to **speed delivery**, tackle challenges **proactively**, and **boost** capacity



# Leverage experience and solutions that are globally recognized

<p>ServiceNow expertise</p> <p><b>5,000+</b> certifications</p> <p><b>1,200+</b> talent</p>	<p>Industry recognition</p>  <ul style="list-style-type: none"><li>• Tech Mahindra was recognized as one of the World's Most Sustainable Companies 2025 by TIME</li></ul> <p><b>TIME</b></p>	<p>Customer success</p> <p><b>4.81/5</b> CSAT</p> <p><b>Best</b> among peers</p>
<p><b>Elite Partner</b> of ServiceNow</p> <p><b>SGA</b> partner</p>		<p>Analyst recognition</p> 
<p><b>100+</b> use cases targeted for Agentic AI Store</p> <p><b>125+</b> active programs</p>		

# Drive faster decisions and actions with AI accelerators

## AI-powered field work validation

- Reduced manual effort
- Enhanced efficiency
- Improved risk management
- Sped up order resolution

## Identify, reset, and share temporary password

- Shortened recovery times
- Increased productivity
- Stronger security
- Increased CSAT
- Generated data-driven insights

## Dynamic workflow adjustments

- Reduced SLA breach
- Focused incident resolution

## Dashboard Generator

- Reduced manual intervention
- Reduced dependency on admins
- Enhanced ease and speed of reporting

## Overview of group incidents

- Increased efficiency
- Improved productivity
- Accelerated turnaround time

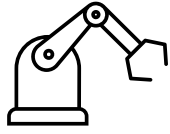
## Inquiry specialist AI agent

- Improved user experience
- Reduced ticket volume
- Shortened resolution time

...and many more.

A woman with long dark hair and glasses is looking at a tablet computer. She is wearing a dark green button-down shirt and a watch. The background is a modern office with a grid ceiling and recessed lighting. The overall tone is professional and tech-oriented.

# Driving breakthrough results across industries with AI



INDUSTRY

# Put AI to work for manufacturing

## Challenges you're facing:

Manufacturing leaders struggle to unify disparate functions and systems, leading to productivity loss, friction in customer and supplier relationships, and an inability to scale fast.

## Outcomes:

**90%** improvement in digitized project tracking

**50%** CSAT improvements

**80%** improvements in asset data tracking and accuracy

## Solutions:

Customer Relationship Management (CRM)

Field Services Management (FSM)

Asset Management

Operational Technology Service Management (OTSM)

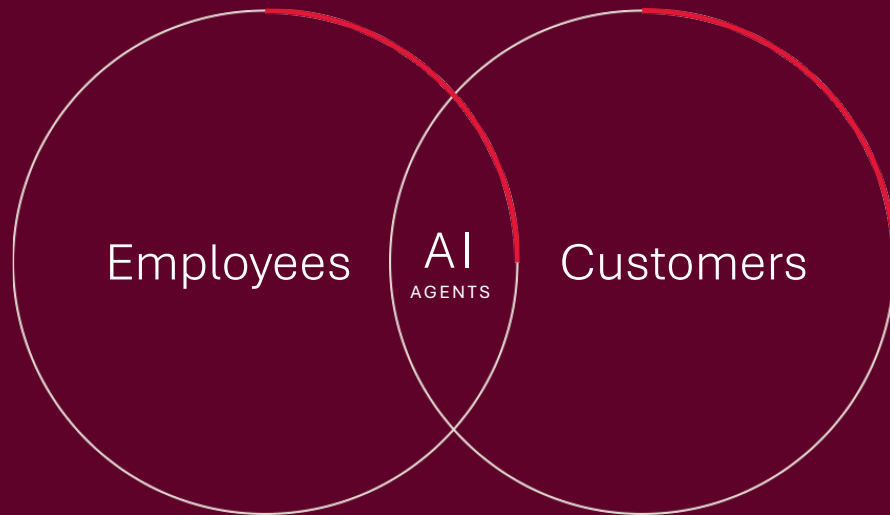
Strategic Portfolio Management (SPM)

Integrated Risk Management (IRM)

## With **ServiceNow** and **Tech Mahindra**, you can:

- Employ real-time, intelligent insights across the product lifecycle
- Drive supply chain agility: compliance, forecasting, and rapid response
- Deliver proactive, 24/7 service on a global scale
- Automate asset management and smart factory operations
- Utilize predictive analytics to maximize production efficiency

# Connect everything and everyone in every corner of your manufacturing business



- + Design & Engineering Reduce time-to-market for new products
- + Supply Chain Improve supplier collaboration and reduce supplier risk
- + Production Reduce cyber risk and downtime for OT and improve worker productivity
- + Sales & Service Increase revenue, improve customer experience, and reduce cost to serve
- + Quality Expedite the ability to identify, contain, and resolve quality issues
- + Human Resources Drive business growth and improve frontline employee productivity
- + Information Technology Drive faster digital innovation by modernizing IT operations via AI
- + Finance & Procurement Reduce SG&A costs for supporting back office/shared service functions



INDUSTRY

# Put AI to work for BFSI

## Challenges you're facing:

Customers expect digital-first services in BFSI. To stay ahead, companies must rapidly innovate while navigating evolving governance and regulations in an increasingly connected financial world.

## Outcomes:

40%

improvement in CSAT

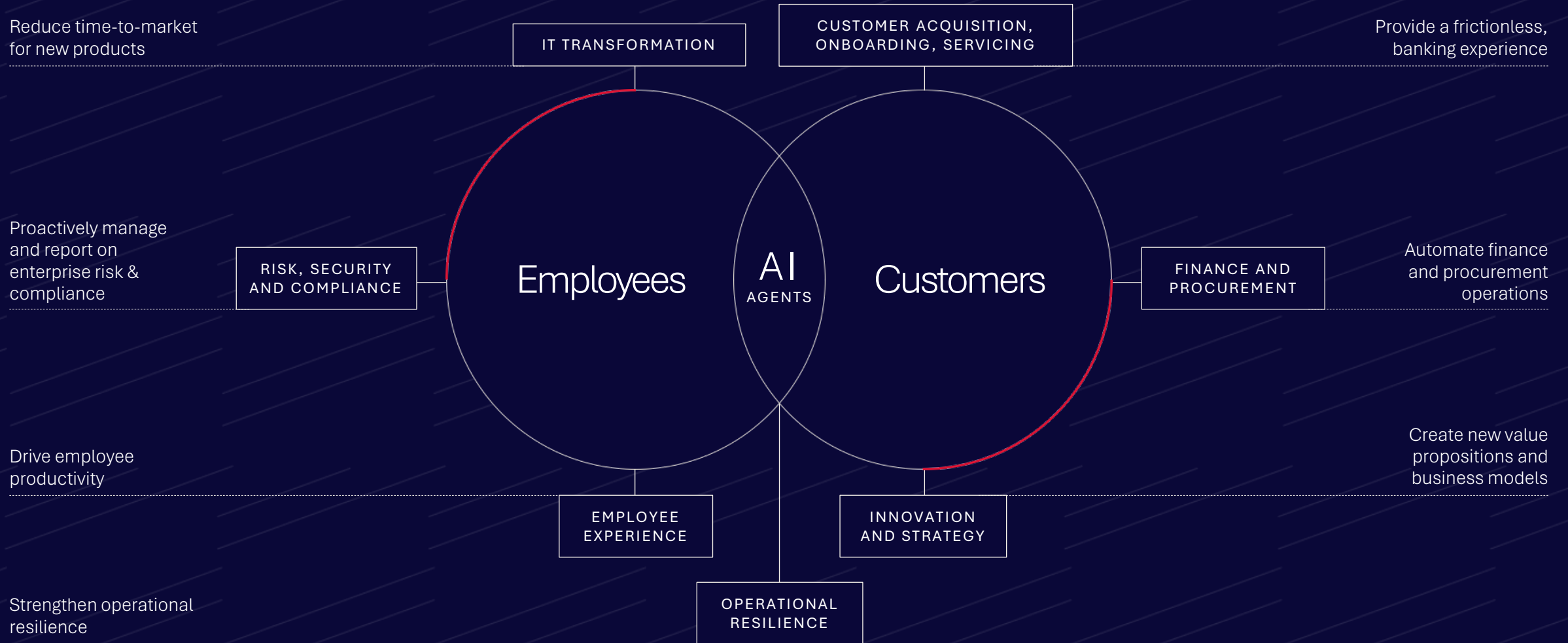
30%

improvements in ticket accuracy

## With **ServiceNow** and **Tech Mahindra**, you can:

- Replace legacy tools to streamline IT
- Strengthen resilience to reduce risk and downtime
- Deliver a seamless, connected employee experience
- Modernize apps and automate processes for efficiency
- Optimize claims, disputes, and fraud management

# Connect everything and everyone in every corner of your manufacturing business





INDUSTRY

# Put AI to work for telecom

## Challenges you're facing:

Telcos face rapid change, fueled by consolidation, fiber and satellite expansion, and the push to modernize. To stay competitive, they must cut legacy costs, digitize operations, and harness AI to unlock new revenue streams.

## Outcomes:

**20-30%** improved fiber rollout efficiency

**< 2** seconds automated service qualifications

**20%** reduction in order fallout

## Solutions:

netOps.Now

B2B Digital Concierge

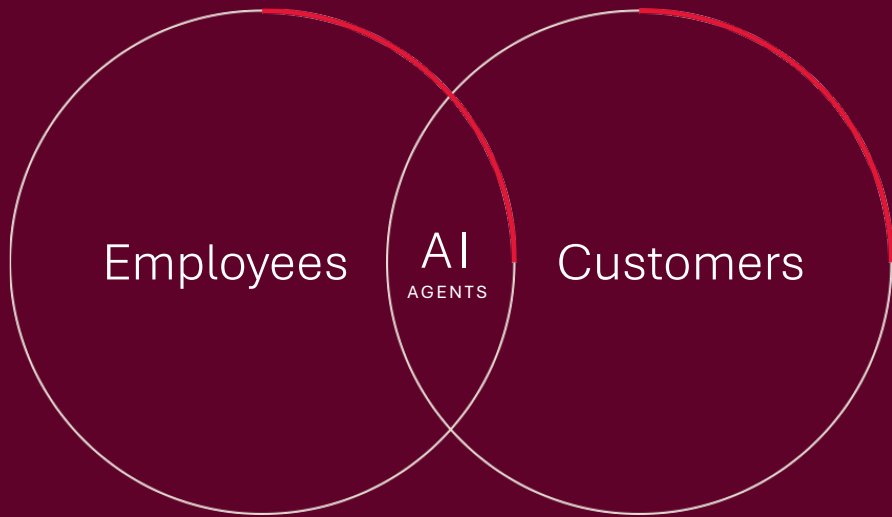
Telco Digital Marketplace

Intelligent Dashboard

## With **ServiceNow** and **Tech Mahindra**, you can:

- Orchestrate autonomous operations with AI-driven intelligence
- Simplify and accelerate customer acquisition
- Modernize service assurance for reliability and scale
- Optimize infrastructure rollout for speed and efficiency

# Connect everything and everyone in every corner of your telecom business



- + Network Infrastructure Management  
Modernize network management and automate service assurance
- + Product Development & Sales  
Grow service revenue
- + Customer Service & Support  
Elevate customer experience  
Contact Center as a service
- + IT Transformation  
Accelerate technology transformation and enable autonomous IT
- + Risk & Security  
Build tech and cyber resilience  
Drive enterprise-wide risk management
- + Employee Experiences  
Drive business growth and employee productivity
- + Finance & Supply Chain  
Orchestrate Source-to-Pay on a single platform



Solutions that  
empower you to  
scale at speed

SOLUTION

# netOps.Now

## Solution:

netOps.Now from Tech Mahindra and ServiceNow accelerates telco transformation with automated, zero-touch fulfilment tailored to industry needs.

## How it works:

This end-to-end solution integrates the entire value chain of telcos, partners, and customers to foster collaboration and innovation through a unified platform.

Building on this foundation, netOps.Now provides pre-integrated foundations, ready-made templates, and rollout expertise.

## Outcomes:



Power autonomous operations



Fast-track network modernization



Fully automated provisioning & activations for fiber products

20% ✓

In order fallouts

# B2B Digital Concierge

## Solution:

B2B Digital Concierge from Tech Mahindra and ServiceNow helps communications service providers, enterprise customers, and partners scale capacity and reduce costs across the value chain.

## How it works:

It powers B2B2x (when a telecom operator partners with other businesses to deliver new digital services) by seamlessly connecting technologies and orchestrating workflows across organizational boundaries—eliminating friction and connecting every touchpoint.

## Outcomes:



Power autonomous operations



Lower the cost to serve



Deliver a truly connected experience

80%

Faster customer onboarding

# Scope 3 Intelligent Dashboard (ID)

## Solution:

Scope 3 ID transforms climate accountability by making supplier-specific emissions data as operational and reliable as financial data.


## How it works:


It automates the ingestion, matching, and integration of emissions data into enterprise systems, enabling real-time, audit-ready insights and actionable recommendations to reduce emissions, improving sustainability performance and enhancing trust.

## Outcomes:

30%  Reduction in TTM

10-15%  Faster partner onboarding

 Reduce costs

 Enhance reputation

# Telco Digital Marketplace

## Solution:

Digital Marketplace from Tech Mahindra and ServiceNow gives CSPs a unified platform to connect telecom systems, launch new services faster, and support business customers across their journey.

## How it works:

By integrating network, cloud, and other telecom systems, the platform drives seamless delivery of next-generation services. Simplifying to a single destination for buying, using, and accessing support enables CSPs to promote cross-selling, reduce costs, and deliver a unified customer journey.

## Outcomes:



Accelerate time-to-market



Unlock new revenue streams



Improve customer experiences



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# ServiceNow and Tech Mahindra: AI that scales your business.

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# Outcomes Delivered

OUTCOMES DELIVERED

# Thailand telco supported 12,500 devices across 5 use cases



The company:

Thailand's leading  
telephone operator

The challenge:

Absence of CMDB—limited visibility,  
ability to effectively track assets, risk

The solution:

Tech Mahindra collaborated on  
implementing a comprehensive brownfield  
transformation and strategic solutions like  
ServiceNow ITOM and CMDB

The impact:

12,500 devices  
supported

5 CMDB  
use cases

Key integrations  
with apps like CART  
and iMaster

OUTCOMES DELIVERED

# Australian telco achieved 70% operational efficiency



The company:

Leading Australian  
telecom company

The challenge:

Overcoming fragmented user experiences,  
slow turnaround time, need for more visibility

The solution:

Tech Mahindra's custom implementation  
approach included service mapping,  
incident tracing, and CMDB health  
dashboards

The impact:

70%

improvement in operational efficiency

80%

improvement in CSAT

20%

reduction in cost

OUTCOMES DELIVERED

# Nordic-Baltic telco reduced TTM by 40%



The company:

Nordic-Baltic  
communication leader

The challenge:

Fragmented OSS system, lack of managing assurance and fulfilment

The solution:

Innovative solutions, like ServiceNow ITSM, CMDB, CSM, and FSM, strategically integrated by Tech Mahindra

The impact:

40%

reduction in TTM

15+

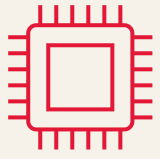
systems consolidated to 1

65%

reduction in ticket resolution

OUTCOMES DELIVERED

# Manufacturing leader increased ITSM adoption by 90%



The company:

Semiconductor and  
display equipment leader

The challenge:

Isolated processes and unrefined  
ITSM workflows

The solution:

Tech Mahindra strategically implemented solutions—including CSM, HRSD, SPM, ITSM, CMDB, ITOM, and other integrations—to enhance business workflows

The impact:

80%

reduction in tickets

90%

increase in ITSM adoption

70+

third-party integrations

# American F&B company saved \$150-200K per MVP



The company:

American multinational food and beverage (F&B) company

The challenge:

Manual, fragmented business processes

The solution:

Workflow standardization with ServiceNow Creator Workflows, implemented by Tech Mahindra

The impact:

**\$150-200K**

cost savings per MVP

**1 ServiceNow-based platform**  
for IT

**40%**

reduction in tickets

# American lawncare realized complete IT control



The company:

American lawncare leader

The challenge:

Synergizing IT operations with enterprise-wide goals

The solution:

Tech Mahindra spearheaded a transformation of IT operations and management, leveraging ServiceNow ITSM, ITOM, and PPM

The impact:

Complete control  
over new IT platforms

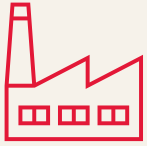
Access to all IT  
Infrastructure Library

Branded, intuitive UI

Readiness for GenAI  
and automation

OUTCOMES DELIVERED

# Manufacturer dropped cycle and effort time by 25%



The company:

Fiber-based material  
manufacturer

The challenge:

Multiple concurrent IT transformations

The solution:

Tech Mahindra implemented a digital omnichannel solution, automation processes, and a ServiceNow CMDB

The impact:

4.5/5

rating for overall CSAT

25%

cycle time reduction

25%

effort reduction

OUTCOMES DELIVERED

# Australian insurer saw 80% efficiency improvement



The company:

Leading Australian insurer

The challenge:

Streamlining HR and ITSM processes

The solution:

ServiceNow ITOM and CMDB, strategically implemented by Tech Mahindra

The impact:

67%

reduction in upgrade time

Unified employee portal

for end-to-end onboarding

80%

improvement in efficiency



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