

Case Study

Tech Mahindra is revolutionizing the Digital Transformation in Nigeria



Overview

Our client, a federal government-owned electric utility company in Nigeria, sought to achieve global customer service standards through operational transformation. Faced with legacy systems and fragmented data, they partnered with Tech Mahindra to implement an integrated Oracle-based hybrid cloud infrastructure. The solution streamlined operations, enhanced security, and improved IT infrastructure efficiency by 84%.



Client Background and Challenge

The client is a federal government-owned electric utility company headquartered in Abuja, Nigeria. Responsible for electricity transmission and trading nationwide, the organization plays a crucial role in the national energy grid.

However, the client was operating on a fragmented, legacy system landscape that had been built over several years. Key challenges included:

- Inconsistent, redundant, and unclear data with no single source of truth
- Performance issues and high IT maintenance overhead
- Delays in implementing system changes to meet evolving business goals

Tech Mahindra was selected as a strategic transformation partner due to its deep industry expertise, strong ERP capabilities, and proven success with public sector digital modernization.

Our Approach and Solution

Tech Mahindra implemented a comprehensive Oracle-based hybrid cloud architecture tailored to the utility's operational and regulatory needs. The solution integrates on-prem ERP and GIS components with cloud-native applications to ensure scalability and compliance.

Key components included:

- **ERP Integration:** Oracle E-Business Suite for Financials, Project Costing, Payroll, Supply Chain Management, and Maintenance
- **SaaS Enablement:** Planning and Budgeting Cloud (EPM), HCM, and Talent Cloud modules to centralize data and improve planning
- **Security and Governance:** Oracle IAM for access management, audit control, and policy-based governance
- **Integration and Orchestration:** Oracle SOA Suite for seamless service integration across modules
- **Infrastructure Modernization:** Oracle Cloud Infrastructure (OCI) for high availability and improved performance
- Oracle's In-Memory Columnar technology ensured real-time processing of large datasets, while Tech Mahindra's hybrid deployment model offered flexibility and minimized disruption.

Business and Community Impact

The implementation delivered significant efficiency gains, operational improvements, and cost reductions:

- **IT Infrastructure Efficiency:** 84% increase in IT infrastructure performance and monitoring capability
- **Cost Savings:** 30% reduction in costs related to physical documentation
- **Data Accuracy:** 25% improvement in data accuracy and traceability
- **Employee Experience:** Reduced manual workloads led to improved satisfaction and productivity
- **Governance:** Enhanced auditability and system-wide transparency
- **Operational Excellence:** Real-time visibility into business processes enabled faster, data-driven decision-making

The project also laid a strong foundation for community-wide improvements by enhancing reliability across Nigeria's electric grid.



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 <https://www.techmahindra.com/>.

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