

Case Study

Tech Mahindra Reduces IT Incidents for a UAE Nuclear Entity With 24/7 IT Managed Services

Overview

The client, a national entity implementing the UAE Peaceful Nuclear Energy Program, is responsible for the design, construction, and operation of the country's first nuclear power plant. As their operations expanded, the client faced significant challenges with unresponsive incumbent support, the need for a strategic partner to drive SAP transformation, and ongoing support for mission-critical IT assets. To address these challenges, Tech Mahindra delivered a comprehensive IT-managed services solution, including 24/7 multilingual support, service desk operations, and SAP expertise. The engagement enhanced infrastructure stability and service performance, strengthening IT stability, service responsiveness, and digital readiness.

Client Background and Challenge

The client, a national entity driving the UAE Peaceful Nuclear Energy Program, is responsible for the design, construction, and operation of the nation's first nuclear power plant. In addition to overseeing technical operations, the client actively develops human resources for the nuclear energy sector and engages with the UAE community to promote awareness and understanding of the program. They play a critical role in aligning the nuclear program with the country's industrial and energy infrastructure goals while working in close coordination with the Abu Dhabi and federal governments. As these operations grew in terms of scale and complexity, the client faced significant challenges:

- The incumbent's support did not demonstrate sufficient responsiveness to meet growing business requirements or take ownership on an SLA basis.
- The organization was seeking a long-term strategic partner to assist in the next round of digitization, specifically the transformation and management of SAP applications.
- There was a continued need to support critical IT assets essential for day-to-day operations.

Our Approach and Solution

Tech Mahindra collaborated closely with the customer-centric team at the UAE's latest nuclear energy operator to identify and address infrastructure challenges. We delivered an integrated IT-managed services solution designed to improve responsiveness, ensure infrastructure stability, and enable future-ready operations.

Key components of the engagement included:

- **Service Management and Operational Support:** Enhanced service delivery, including Service Desk Management, End-User Management, and Vendor/Asset Management.
- **Infrastructure and Operations Management:** Provided 24x7 command center and service desk support, covering network/server infrastructure, data storage and backup solutions, disaster recovery offerings, monitoring tools, infrastructure applications, and the creation of a technical problems knowledge base. Additionally, we managed over 7,000 devices and two data centers.
- **Multilingual Omnichannel Support:** Enabled seamless communication through English and Arabic service delivery, including audio-visual and end-user support for greater accessibility and operational continuity.
- **ITSM and SLA Management:** Streamlined IT Service Management (ITSM) processes and consistently achieved SLA targets above 98% while improving First Call Resolution (FCR) by approximately ~60%. The scope also included third-party support coordination, contributing to seamless service delivery across all managed infrastructure components.
- **SAP Application Expertise:** Leveraged deep domain and technical knowledge in SAP S/4HANA, ECC, and IS-Utilities to support ongoing and future digitization initiatives tailored for the nuclear energy domain.

- **Scalability and Cost Optimization:** Achieved a reduction in total cost of ownership (TCO) despite a 40% increase in servers and a 60% expansion in network infrastructure.
- **Custom Automation Tools:** Delivered 30+ use cases through TACTiX, improving productivity, efficiency, and response times.
- **Strategic Task Force Formation:** Established a dedicated EICT (Enterprise Infrastructure and Cloud Technologies) special task force to oversee transformation initiatives and continuous optimization.

Business and Community Impact

The client reported that this solution exceeded their expectations, particularly highlighting Tech Mahindra's ability to rapidly scale capabilities and demonstrate flexibility in sourcing the right resources. The transformation delivered measurable improvements in IT efficiency, service quality, and infrastructure performance, with key outcomes across the following areas:

- **Incident Reduction:** Proactive support and 24/7 monitoring significantly lowered the volume of IT incidents.
- **Enhanced Process Efficiency:** Streamlined ITSM processes led to faster issue resolution and reduced manual interventions.
- **Improved MTTR:** Command center support and a structured knowledge base helped reduce Mean Time to Resolution across critical systems.
- **First-Time Resolution Gains:** First Call Resolution improved by ~60%, reflecting greater effectiveness in initial issue handling and support responsiveness.
- **Improved Stakeholder Communication:** A multilingual, omnichannel service desk model ensured clear, responsive communication with end-users.
- **Infrastructure Stability at Scale:** The TCO was reduced despite a 40% increase in servers and a 60% growth in network capacity, enabling reliable and cost-efficient operations.
- **Contribution to National Priorities:** Strengthening the IT foundation of the UAE's first nuclear power plant supported broader goals of safe, secure, and sustainable energy development.

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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