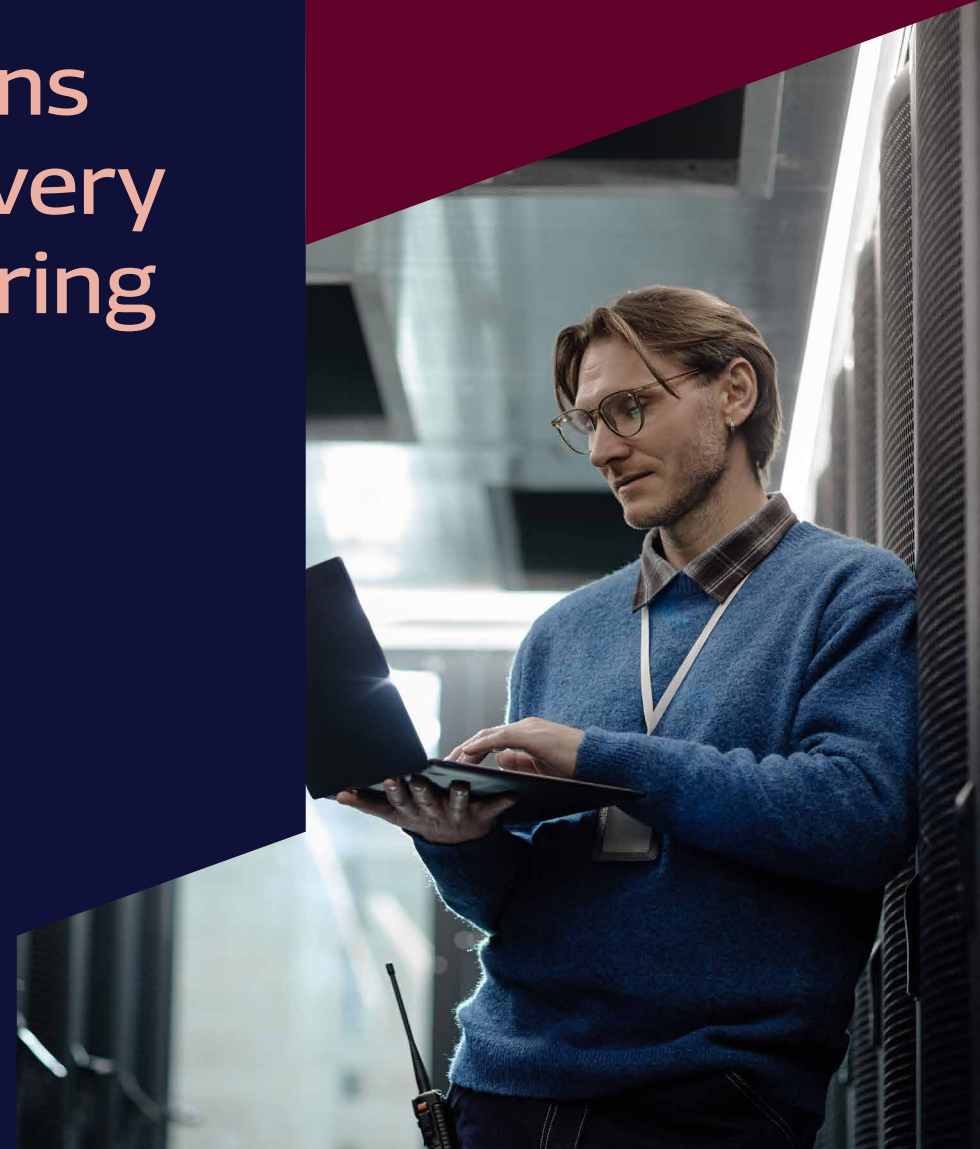


CASE STUDY

Leading Telecommunications Company Accelerated Delivery Through AI-Driven Engineering

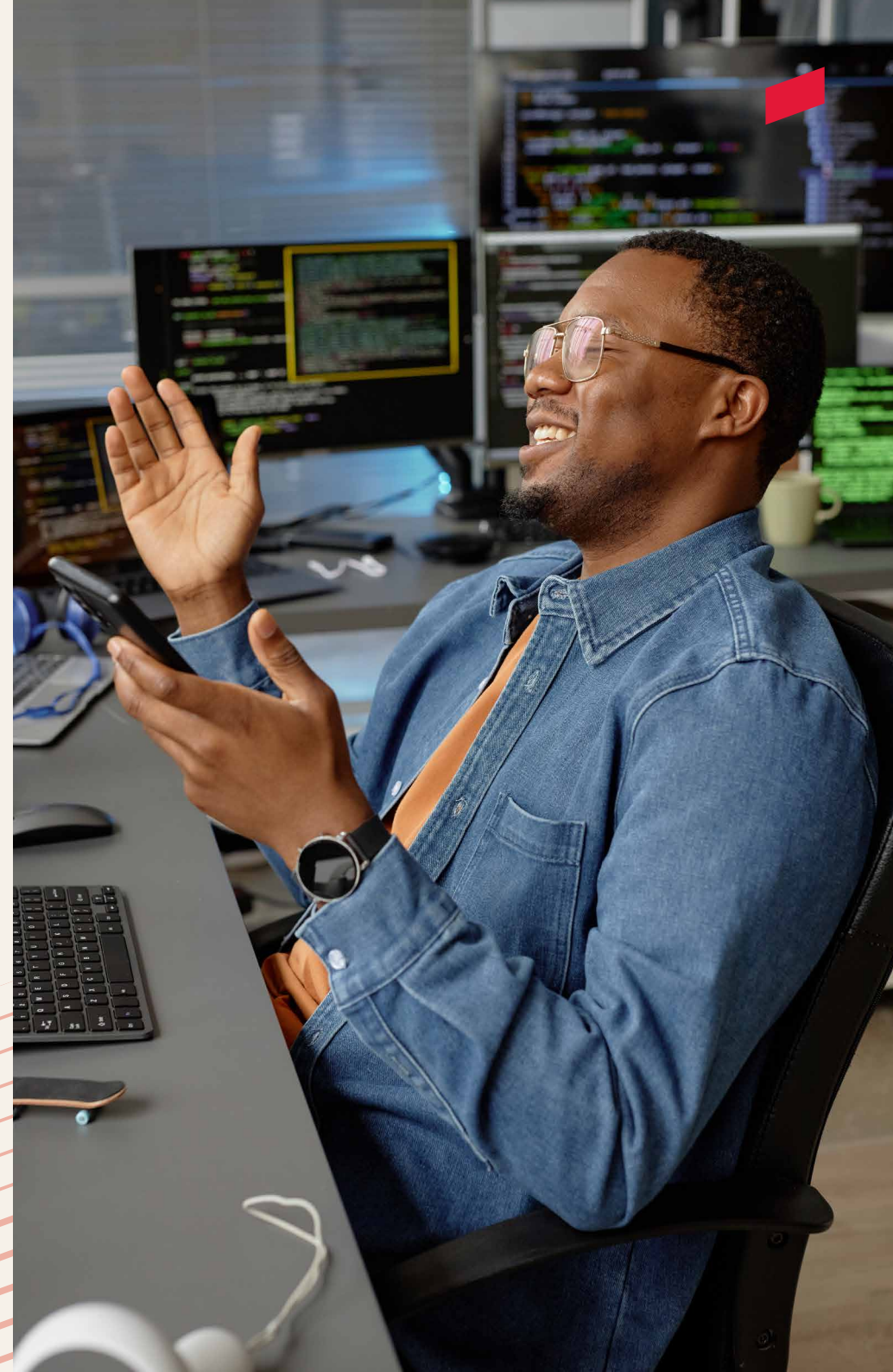


Overview

With the increasing complexity of the software ecosystem, firms face challenges such as slower releases, increased technical debt, and declining developer productivity.

To address these problems, Tech Mahindra adopted an approach to artificial intelligence in engineering, embedding intelligence across all stages of the software delivery process. By leveraging Microsoft Copilot for development acceleration, APEX AI for automated test generation, and Chat-to-Refactor for legacy modernization, we streamlined workflows, improved code quality, accelerated validation and refactoring activities, and enhanced developer productivity.

This approach enabled faster, more reliable Salesforce delivery while creating a scalable foundation for continuous innovation.



Client Background and Challenges

The client is a leading global provider of telematics, connected vehicle, asset tracking, and fleet intelligence solutions that serve businesses across North America, Europe, and Asia-Pacific.

The Salesforce ecosystem was experiencing growing inefficiencies across development, testing, and application modernization activities. Developers were spending significant time on repetitive coding, troubleshooting, and searching for technical guidance. At the same time, QA teams relied on manual test case design processes that slowed validation cycles and left coverage gaps. Additionally, legacy code and outdated automation frameworks increased technical debt, maintenance effort, and modernization risks.

These challenges reduced developer productivity, lengthened release cycles, compromised code quality, and limited scalability, ultimately impacting the organization's ability to deliver business enhancements quickly, maintain high-quality customer experiences, and respond effectively to evolving business and technology demands.



Our Approach and Solution

Realizing that standalone automation efforts would not be sufficient to address productivity issues on a broad scale, we adopted a comprehensive strategy for software engineering transformation.

It involved leveraging intelligence throughout the development process, reducing human intervention and context switching, enhancing product quality through design, and delivering the product via automation.

This strategy was executed by adopting an AI-first model for software engineering.



for real-time Apex/LWC code generation, technical guidance, and debugging support.



Helps generate test cases that support Tosca test automation and execution.



for intelligent analysis, refactoring, and migration of legacy code to modern frameworks



The approach was adopted through an AI-driven software engineering framework integrated at various stages in the software delivery lifecycle. Developers used AI-assisted coding for better development, improved querying, and more efficient problem-solving within their current processes.

Test scenarios generated using AI were used by QA teams to ensure improved test coverage and minimize testing, while conversational AI was utilized by modernization teams to analyze, refactor, and modernize legacy code with more ease.

In doing so, we integrated intelligence in everyday engineering practices. This helped to increase developer efficiency, reduce development and QA cycles, ensure better code quality and test coverage, and mitigate modernization risks.

Ultimately, the process resulted in a quicker delivery of Salesforce business capabilities.





Business and Community Impact

Our AI-driven software engineering approach delivered significant business and operational benefits across Salesforce development, testing, and modernization.

Area	Impact	Key Details
Developer Productivity	25-40% improvement	Recovered 30-40% of productivity losses from repetitive coding, context-switching, and debugging activities
AI-Enabled Development, Testing & Modernization	20-30% faster cycles	Accelerated development, QA, and refactoring; automated test generation improved coverage by 15-25% and achieved 30-40% accuracy in initial test case drafts, cutting manual effort
Chat-to-Refactor Capability	20-30% reduction in effort	Lowered technical debt, improved application stability, and accelerated adoption of modern Salesforce architecture

Additionally, the engagement enabled delivery optimization by creating substantial efficiency gains. The demonstrated value and measurable outcomes validated the success of Tech Mahindra's AI-led transformation strategy and supported future innovation initiatives.

About **Tech Mahindra**

Tech Mahindra (NSE: TECHM, BSE: 532755) offers technology consulting and digital solutions to global enterprises across industries, enabling transformative scale at unparalleled speed. With 146,000+ professionals across 90 countries, 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.



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