TECH mahindra

TechM CONSULTING

TechM Consulting Delivers Next-Gen IT Operations for a Global Information Services Provider, Reducing Costs by 25%

Overview

The client, a leading global information services provider in the legal, tax, and media sectors, faced significant challenges due to its legacy systems, fragmented workflows, and limited automation capabilities. Moreover, the company's expansion into digital services underscored the urgent need for a modern, responsive, and scalable IT infrastructure. To address these challenges, TechM Consulting partnered with the client to drive the next-generation transformation of IT operations. They integrated intelligent automation, enhanced observability, and implemented agile delivery frameworks to create a more resilient, scalable, and future-ready IT ecosystem.

Client Background and Challenge.

The client, a leading global provider of business and legal information services, serves enterprises across financial services, legal, tax, and media industries. With a broad international presence and a diverse customer base, the client plays a vital role in delivering trusted content and insights. Given the expansion of their digital services, the client faced significant challenges:

- ⊙ Managing legacy and manual workflows slowed down incident resolution and service delivery.
- ⊙ Operating with fragmented toolsets and a lack of integration led to poor visibility and collaboration.
- ⊙ Relying on reactive processes and manual effort led to increased operational costs and lower service quality.
- ⊙ Utilizing traditional delivery models limited the scalability of IT operations, hindering support for business growth.

Our Approach and Solution

TechM Consulting implemented a holistic, AI-enabled IT transformation focused on automation, agility, and future readiness. Here's how TechM Consulting brought the transformation to life across key areas:

- ⊙ **Automation and IT Process Simplification:** Automated catalog delivery and repetitive tasks to reduce manual effort. Digitized service workflows for faster turnaround and enable self-service with intelligent routing to boost user satisfaction.
- ⊙ **Agile and Scalable Delivery Model:** Adopted agile methodologies to accelerate service rollout and reduce backlog. Integrated real-time monitoring tools for enhanced observability and proactive issue resolution. Customized the IT operating model to align with evolving business needs.
- ⊙ **Cognitive Foundation for Future Readiness:** Embedded AI-driven analytics to reduce alert noise and improve decision-making. Developed a scalable automation framework for continuous optimization and enabled predictive and proactive IT operations to support long-term digital growth.

Business and Community Impact

The transformation delivered measurable improvements across performance, efficiency, and user experience:

- ⊙ **Reduced Operational Costs:** Smart automation drove a 25% reduction in operational costs, streamlining repetitive tasks and minimizing manual effort.
- ⊙ **Improved Process Efficiency:** Digitized workflows and agile delivery methods boosted process efficiency by 30%, resulting in a 20% reduction in cycle time and enhanced responsiveness.
- ⊙ **Faster Service Response:** Real-time monitoring and intelligent routing enabled a 40% improvement in response time, enhancing end-user satisfaction.
- ⊙ **Future-Ready IT Ecosystem:** The scalable, cognitive-ready platform laid the foundation for ongoing digital transformation, innovation, and adaptability.

About TechM Consulting

At TechM Consulting, we empower clients to turn disruption into opportunity by building future-ready capabilities. Our unique value velocity V Factor methodology, rooted in co-creation deep listening agile execution and seamless collaboration, enables enterprises to deliver greater stakeholder value with greater speed and agility. Please visit: https://www.techmahindra.com/services/techm-consulting/

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, TechM 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 in recognition of 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 federations 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/.https://www.techmahindra.com/.

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www.techmahindra.com
mktg@TechMahindra.com