

**TECH**  
**mahindra**

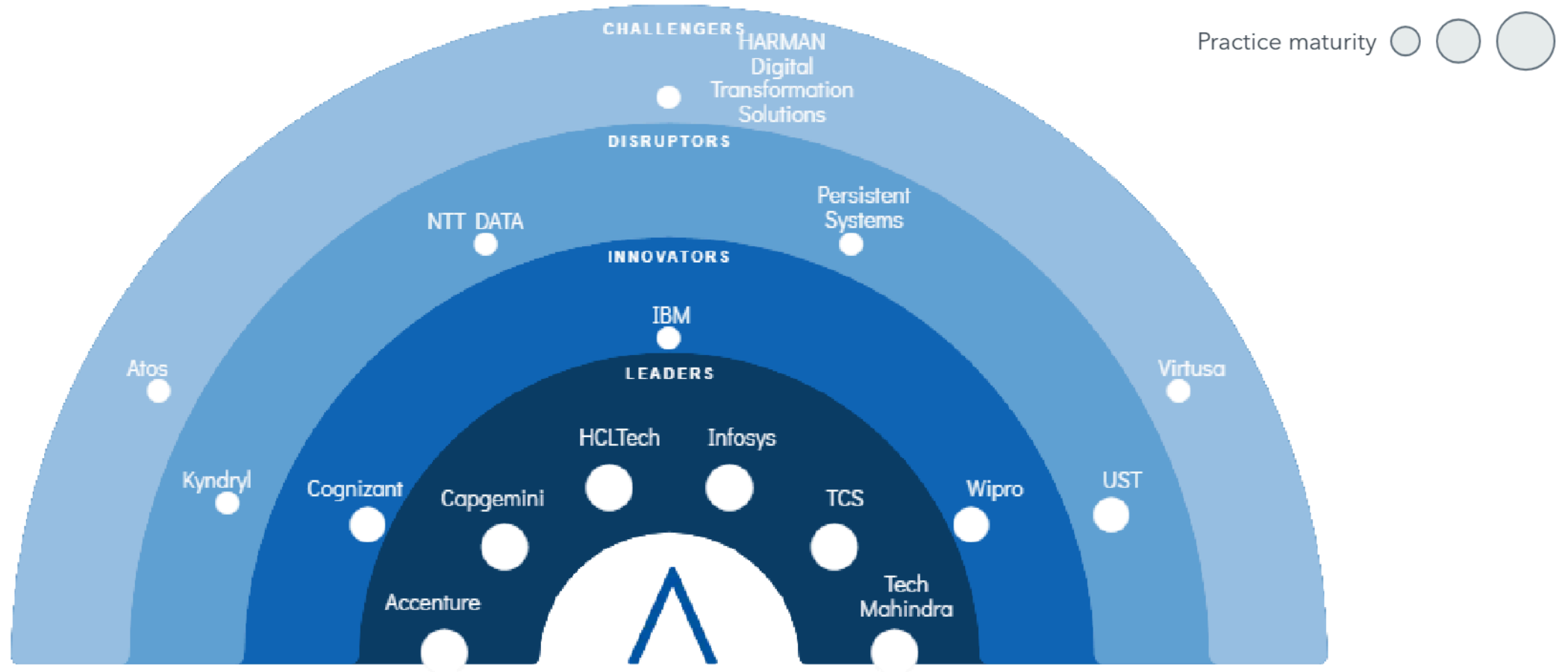
# Telecom Digital Services 2024 RadarView

Creating new revenue streams  
using emerging technologies

August 2024



# Avasant recognizes 16 top-tier service providers supporting the telecom industry in digital transformation



Note: Please refer to Avasant's *Telecom Digital Services 2024 Market Insights* for detailed insights on the service providers and supply-side trends.

# Tech Mahindra: RadarView profile



### Practice overview

- Practice size: N/A
- Active clients: N/A
- Delivery highlights: Present in 90+ countries

12,000 Telecom SMEs	250+ Automation, AI experts
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### Industry-specific solutions/offerings

netOps.ai	An automated cloud platform to enable rapid deployment of 5G networks
Private 5G	A suite of production-ready edge digital solutions designed for various industry verticals
Digital BSS (business support systems)	A cloud-enabled suite of offerings providing digital transformation and 5G monetization capabilities
Enterprise Network-as-a-Service	An offering to uplift enterprises' network ecosystem via software-defined networking and automation

### Sample clients

- A telecom operator based in Spain
- AT&T
- British Telecom
- Deutsche Telekom
- Drillisch Telecom
- Rakuten
- Telefónica
- Telus
- Vodafone Germany

- Practice maturity ★★★★★
- Investments and innovation ★★★★★
- Partner ecosystem ★★★★★

Has an extensive portfolio of in-house and partner-sourced solutions for monetizing network assets and modernizing the technology stack for telcos.

### Partnerships/alliances

Google Cloud Provided infrastructure and database modernization capabilities to telcos	CISCO Provided end-to-end IT infrastructure services and IT application services to telcos
Hewlett Packard Enterprise Partnered to leverage its IoT Ecosystem and Edgeline converged edge systems	aws Aided telcos in development of agile and lean applications on the cloud
NOKIA Leveraged its offerings to facilitate 5G Private Wireless network management on cloud	salesforce Partnered to help telcos enhance operational efficiency and reduce OPEX for telcos
SAP Provided supply chain visibility and management capabilities for telcos	Microsoft Leveraged its 5G, cybersecurity and AI capabilities to facilitate digital transformation for telcos

### Value chain coverage

- 5G and Edge
- Network Modernization
- Network Maintenance
- Customer Care Modernization
- Sustainability

Darker color indicates higher industry concentration: ●●●●●

# Tech Mahindra: RadarView profile

## Case studies

Client	Capability	Summary	Business impact
A telecom operator based in Spain	<ul style="list-style-type: none"><li>• AI/ML</li><li>• Intelligent automation</li></ul>	<ul style="list-style-type: none"><li>• The client wanted to transition from a reactive to a proactive approach in managing their network operations.</li><li>• Tech Mahindra leveraged its AI/ML-driven network operations center (NOC) platform to provide the client with network anomaly detection and automation ticket resolution capabilities to the client. They also carried out performance management and incident management for the client.</li></ul>	<ul style="list-style-type: none"><li>• Reduced OPEX</li><li>• Achieved faster cycle time</li></ul>
A UK-based telco enterprise	<ul style="list-style-type: none"><li>• Analytics</li><li>• Intelligent automation</li></ul>	<ul style="list-style-type: none"><li>• The client sought a partner to consolidate and optimize end-to-end network systems.</li><li>• Tech Mahindra developed a workflow management tool for automated planning for the client. It also created a new, combined inventory system, the Service and Resource Inventory Management System to efficiently manage capacity for the client.</li></ul>	<ul style="list-style-type: none"><li>• Achieved a 70% reduction in network planning time</li><li>• Reduced CAPEX costs</li></ul>
Rakuten	<ul style="list-style-type: none"><li>• Intelligent automation</li><li>• Cloud</li></ul>	<ul style="list-style-type: none"><li>• The client wanted to develop an offshore center to collaborate with its headquarters in Japan and enhance its operational efficiency.</li><li>• Tech Mahindra set up a cloud-native 5G lab for the client and created a design center in India to provide offshore collaboration. It also set up an automation CoE for the client.</li></ul>	<ul style="list-style-type: none"><li>• Bolstered operational efficiency</li></ul>
British Telecom	<ul style="list-style-type: none"><li>• Analytics</li><li>• Cloud</li></ul>	<ul style="list-style-type: none"><li>• The client wanted a 360-degree view of customers to enhance their telesales and retail operations.</li><li>• Tech Mahindra leveraged its BlueMarble platform to enable personalized customer experiences and journeys for the client's customers. The platform also provides modular commerce, order management, customer care, and partner management capabilities.</li></ul>	<ul style="list-style-type: none"><li>• Enhanced customer experience</li></ul>

# Tech Mahindra: RadarView profile

## Analyst insights

### Practice maturity



- Tech Mahindra has responded to the growing emphasis on digital experience in the telecom industry by focusing on human and asset development. The provider has over 4,000 NOC engineers, 12,000 telecom SMEs, and over 750,000 managed network devices.
- On the asset development side, it has a curated portfolio of offerings to support digital transformation journeys for its telecom clients. It provides capabilities in network cloudification, monetization of network assets, and intelligent predictive maintenance.
- One of its flagship proprietary offerings for telecom enterprises includes netOps.AI, which provides capabilities for DevOps, orchestration, test automation, and service automation via a single automation-enabled platform.
- It has leveraged its portfolio of capabilities in several engagements with marquee telecom players, including Deutsche Telecom (which enabled end-to-end platform automation for enhanced integrated management system) and Drillisch Telecom (which provided security, NOC, and warehousing services).
- It also has a wide portfolio of horizontal solutions, which it leverages for telcos, including its AI-based TACTiX platform for automating business and IT operations.

### Investments and innovation



- In 2023, Tech Mahindra set up a Cisco Business Unit to enable its telecom clients to leverage different Cisco offerings, including software-defined wide area network, secure access service edge, full stack observability, managed Wi-Fi networks, routed optical networks, carrier IP networks, 5G for enterprise and hyper network automation. This business unit will also help increase its penetration in key markets, including the Americas, Europe, and APAC.
- It launched a generative AI Studio in April 2023 to allow enterprises across industries, including telecom produce high-quality content output in an expedited manner.
- It partners with different academic bodies to bolster research and bring value to enterprises across industries, including telecom. For instance, in July 2022, it partnered with Mahindra University to facilitate R&D in emerging areas, including quantum computing, explainable AI, and metaverse.

### Partner ecosystem



- Tech Mahindra has a longstanding partnership with SAP and has developed several offerings tailored to the telecom industry with the technology vendor. It developed ReLOAD (real-time logistics for assets and devices), a cloud-based digital solution that tracks and traces devices in real-time.
- It has also partnered with hyperscalers and other technology vendors, such as Google, Cisco, Amazon Web Services, Microsoft, and Cisco, to provide telecom enterprises with testing and integration, private/public cloud for networks, end-to-end network automation and orchestration, and transport network optimization capabilities.
- It has also developed relationships with BluePlanet, NMSWorks, and Oracle to enable closed-loop network automation and network observability for telecom enterprises.

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