

# Tech Mahindra Collaborates with a Global Consumer Electronics Group in their EDI Migration & Managed Services Program

The client is a large multi-national consumer electronics group. Tech Mahindra engaged with the UK operations of this group and successfully delivered EDI migration and multi-year managed services engagement.

- Migrated EDI from Gentran server to IBM Sterling Integrator
- On-boarded all Trading partners
- Delivered Onsite –Offshore Managed Service model with 24x7 coverage

## Features

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- Generic framework for quick partner on-boarding
- Failover tuning and zero message loss
- ‘Alert’ framework for missing and duplicate messages

## Opportunities

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- Very old legacy applications
- Complex integrations and mappings with legacy applications impacting seamless business collaboration
- Business requirement to build effective archival process
- Business requirement to build load balancing and failover support

## Benefits

- YoY 5 – 8% productivity gain
- YoY 3 – 6% issues reduction
- 99.95% SLA adherence across partners
- Automated partner on-boarding

## Highlights

- Optimized business flows
- Accurate tracking of business activities
- Effective handling of large files
- Efficient and cost effective onsite/offshore model

## Our Solution

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- Migration from Gentran server to IBM Sterling Integrator
- Consulting, Design, and Development services
- Protocols used to simplify data transfers
- Built mechanisms to handle large files
- Built Control centers to monitor performance
- Built Enhanced Dashboards for Business Flow Tracking
- Fully Managed Services operation
- Documentation for Production support
- 24 x 7 support to cover users across the UK region