Enabling Businesses to be IBM Smart

IBM Cloud Success Stories

Introduction

Tech Mahindra and IBM share a 360-degree relationship that has scaled significant heights in the last few years. As a strategic GSI partner of IBM, we have helped deliver joint value to customers across our key bets around IBM power systems, cloud, and cognitive applications, including security, IoT and AI.

Whether it is delivering the CSOC for a large state government in India or implementing enterprise chatbots and analytics platform at a multinational oil and gas company in the Middle East or helping US based aircraft manufacturer in AI driven vendor selection, our expertise on IBM technologies is second to none.

Our strategic imperative with IBM is very well aligned with Tech Mahindra's NXT.NOWTM charter, which helps our customers transform their businesses on IBM technology and advance their digital journeys. Tech Mahindra and IBM have been in a global partnership for more than two decades and work on five strategic focus areas including 5G, automation, hybrid cloud, cyber security, data, and AI. We are the digital changemakers, and we are here to create connected experiences for a connected world.

Mahadev Subramaniam

IBM Global Business Unit Head, Tech Mahindra
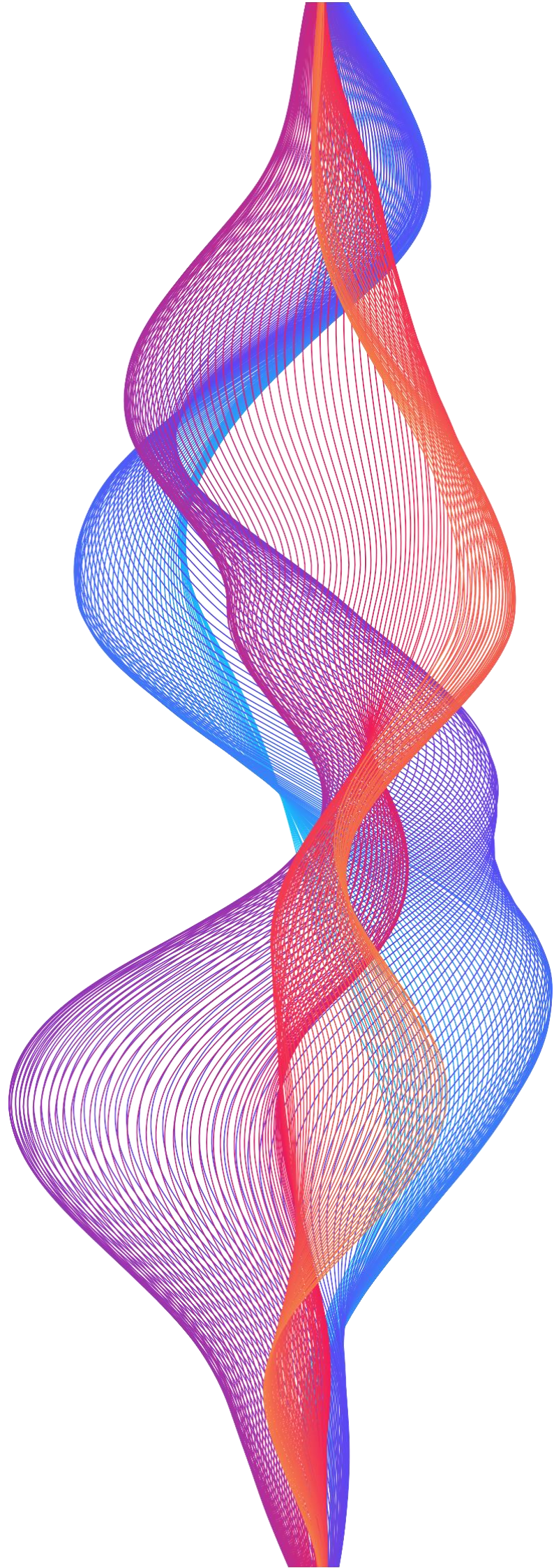
AI Driven Vendor Selection for a Tier 1, US Headquartered Aircraft Manufacturer

Our customer is a leading manufacturer of aircrafts, headquartered in USA

Business Scenario

The customer was looking at contextual and specific information from a large corpus of supplier assessment documents to identify best vendors for the given project.

Our Solution

▶ Contextual knowledge discovery to identify best vendors from 10 TB of supplier assessment document corpus of varieties of documents (PPT, DOC, PDF, XLS) across 100s of vendors

▶ The solution was based on IBM Watson, learns from historical responses and past performance records

## Business Impact

Additional business benefits from insights

Reduction of search time from 3 days to seconds

Solution can be reused across other lines of business

Improved Inventory Visibility for a Global Auto Manufacturer

Our customer is a large global auto manufacturing global company with 90 plants dealing with transactions of 12.5 million maintenance items. The visibility into inventory and updating transaction data becomes extremely critical when over 48,000users use the system for inventory transactions. The customer was looking for better inventory visibility and an integrated transaction maintenance management system.
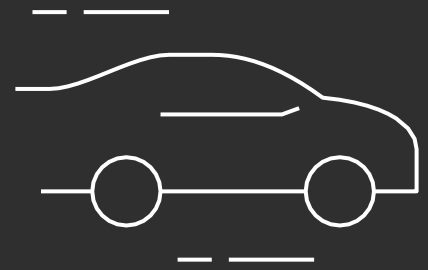
Business Scenario

▶ Mean time to repair (MTTR) not on par with industry standards

▶ Legacy system was out of original equipment manufacturer (OEM) support

▶ Production down time due to poor inventory visibility

▶ Database for over 25 years needed to be migrated

▶ Inventory updates available once in 24 hours

Our Solution

▶ Implemented an integrated transaction maintenance management system using Maximo asset management

▶ Legacy system consolidation

▶ Enabled automated process through process re-engineering

▶ Legacy data migration through fool proof scripts and compatibility evaluators

Business Impact

Implemented integrated transaction maintenance management system for industrial materials

Inventory visibility improved from 24 hours to 5 seconds

Doubled roll-out speed

55.7% lesser requisition transactions achieved along with existing benefits

100% requisition reusability introduced

Business Process Management (BPM) Implementation for a US Energy and Utility Major

The customer is one of the world's leading manufacturers and distributors of high-pressure laminates, quartz, solid surface, and other engineered surfaces used in furniture, office and retail space, countertops, worktops, and other applications.
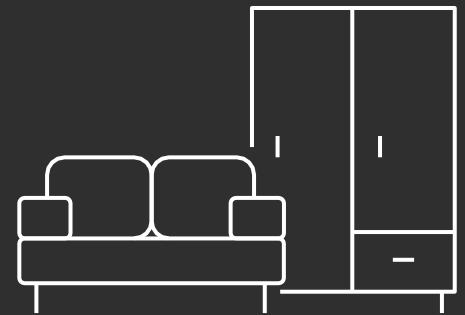
Business Scenario

- Automation of the business process, use web based electronic forms to store, track, monitor and report off
- The excel forms are used to request for purchase of capital assets and the approval process is also manual which is time consuming
- The business processes are largely manual and paper intensive

Our Solution

- BPM reference architecture
- Discovery automation as a process
- Conducted multiple requirement workshops with business users to gather precise and correct requirements
- Design and development of BPD's and user interfaces using IBM BPM 8.5.6 on cloud
- Established VPN connectivity between customer network and BPMoC

- Developed web user interfaces for user registry synchronization
- Integration with IBM DataCap to process the data in the captured images
- Integration with customer's home-grown systems that passes data to ERP
- Approval automation process for new vendor master creation

Business Impact

- Improved business performance
- Configurable approval matrix based on roles and cost levels

- Automated approval process and appropriate notifications to approvers and submitter at every stage
- Increases visibility throughout the process by tracking, monitoring, and reporting
- Reduced redundancy of duplicate data in ERP.

IMPS Fund Transfer for the Largest Public Sector Bank in India

Our customer is an Indian multinational public sector bank and headquartered in Mumbai, Maharashtra.

Business Scenario

- The bank was required to develop a highly secured and scalable solution for customers to carry out inter-bank transactions through mobile/net banking

- The client was looking out for a partner who would build a secure enterprise middleware interface for its phone to phone (P2P) and phone to account (P2A) financial transactions via IMPS mode, available throughout the year, including non-working hours of the bank and public holidays

- The solution was expected to handle over 2 million transactions a day, which would grow exponentially in the future
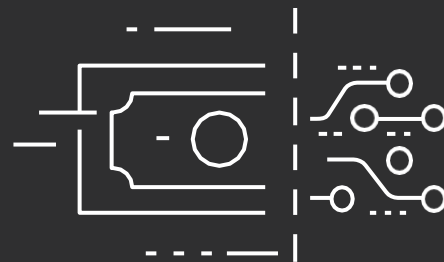
Our Solution

Tech Mahindra designed a secured middleware interface for the client's P2P and P2A financial transactions through IMPS via channels such as mobile and internet banking, integrating seamlessly with the client's CBS, using IBM Integration Bus.

- Highly scalable solution for increasing volumes as it runs on a clustered software platform across multiple physical servers

- The solution is connected to a high-throughput ISO 8583 compliant payment interface and meets NPCI directives.

- Inter-bank fund transfer requests can be processed from multiple channels (internet banking, mobile apps and social media) and appropriate response is sent to channel specific messaging queue

- Enables seamless transactions through the client's mobile wallet for point of sale (PoS) transactions and witnesses about 10000 transactions per day

- The MQ utility ensures a 100% success rate in SMS deliveries to beneficiaries by streamlining with the service providers of beneficiaries

Business Impact

- Capable to process around 3.2 million transactions per day with no downtime, and can be easily scaled up to process around 5 million transactions without any changes

- Interbank online fund transfer made available 24x7, throughout the year

- Handles 75% of digital transactions across India

- Average processing time of IMPS transaction is less than 5 milliseconds

Powering Data Center Transformation for a European Telco Provider

The customer is a telecommunications and internet service provider in Ireland providing 2G, 3G and 4G networks with 96% coverage with approximately 2 million subscribers nationwide
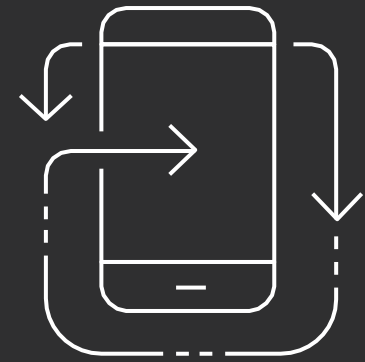
Business Scenario

The customer had a requirement to:

▶ Modernize the data center infrastructure for better efficiency and availability

▶ Upgrade the application landscape based on infrastructure compatibility

Our Solution

We helped the customer enhance the infrastructure and application reliability, availability, and security with:

▶ Transformation of legacy data center with the installation of 1 P-520, 8 P-570 and 2 P-730 frames (11 power frames) in the data center

▶ Application landscape upgrade and firmware upgrade based on compatibility with the modernized data center

▶ Servers, database, backup, storage, citrix and data center management services with a 24*7 service window

▶ Infrastructure hardening across environment with critical business apps hosted on power systems

▶ Improvements in existing processes, security, and service availability with automation

Business Impact

100% infrastructure availability

99.999% application uptime and availability

11 PowerServers
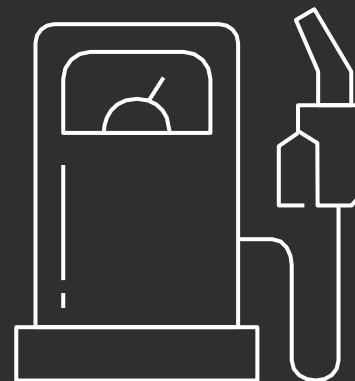
76 LPARS

16 Applications

6 DataCenters

Implementation of Enterprise Chatbots and Analytics Platform for a Multinational Petroleum and Natural Gas Company Located in the Middle East

The customer is a multinational petroleum and natural gas company headquartered in Middle East

Business Scenario

The customer needed AI and analytics driven services for diverse use cases capable of mining enterprise documents to extract information, ability to support voice communication and be able to adapt to different environment acoustics and language accent.

Our Solution

▶ Tech Mahindra's solution included implementing a data science platform which aggregates and correlates data from disparate data sources to build analytical results and access deeper insights for data scientists. This would be interfaced through chatbots across use cases

▶ Cloud Pak for data, Watson Discovery, Watson API Kit and IBM Watson Assistant were the solution components used in the solution that will help the organization especially in the times of COVID to significantly reduce operational costs and bringing in efficiencies into the operations

This will lay the foundation for a seamless automation of future requirements and integrations with other enterprise systems within the customer environmentalist.

Business Impact

Savings in employee costs

Reduction in time spent

Accelerated expertise

Deployment of Security Operation Center (SOC) for State Government Owned Technology Services Company in India

SOC (Security Operation Center)

State government owned technology services company located in India under the administrative control of ITE&C department, invited tender for design, deployment, and management of SOC.
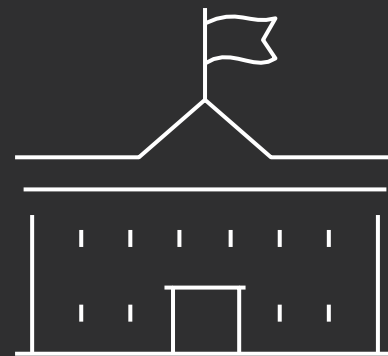
Business Scenario

Securing state government infrastructure and assets from:

▶ Design and deployment of the State Government's Cyber Security Operations Centre.

▶ Deployment of the State Government Cyber Response Team portal

Our Solution

▶ 24x7 security operation center monitoring infrastructure for any potential threat

▶ It is a state-of-the-art facility to secure online services in the state

▶ 150-seater operations center that can be scalable to 200, manned 24*7

Business Impact

SOC has been built with enough capacity to on-board many government entities

TechM crafted C-SOC framework for government. It also provides C-SOC services to other regional clients from this state-owned CSOC
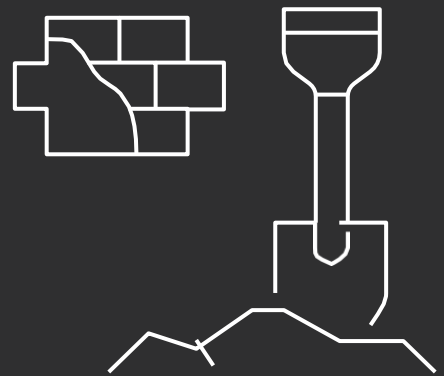
Capacity building to create the next-generation cyber force through real-world practice

Executing promotions and awareness programs

Integrated Asset Management for a Large Cement Manufacturer

The customer is a multinational conglomerate for cement manufacturing situated in Australia

Business Scenario

- No single source of asset information
- No guidance on safety standards
- No synergy between 9 sites
- MTTR below industry standards
- Fast retiring work force
- 20+ years of data to be migrated

Our Solution

- Implemented Maximo for cloud integrated asset management
- Unified platform provided single source of asset information

Business Impact

55% reduction in upgrade time, saved 800 hours per site

Synergized asset management process with total knowledge management

About CloudNXT.NOW

TechM CloudNXT.NOW is a comprehensive set of services, solutions, and frameworks that help our customers accelerate their cloud journey. With rapid changes in cloud adoption, it is imperative for us to ensure that our clients gain the potential benefits of cloud and to enable them to be future ready. With a portfolio of cloud services combined with cloud expertise from our acquisitions, we bring cloud operating models and engineering services to our customers leveraging SRE and DevOps platforms that accelerate business value with hybrid cloud. TechM CloudNXT.NOW is a comprehensive set of services, solutions and frameworks that help our customers accelerate their cloud journey. With rapid changes in cloud adoption, it is imperative for us to ensure that our clients gain the potential benefits of cloud and to enable them to be future ready. With a portfolio of cloud services combined with cloud expertise from our acquisitions, we bring cloud operating models and engineering services to our customers leveraging SRE and DevOps platforms that accelerate business value with hybrid cloud.

For more details reach out to us at **cloudnxtmarketing@techmahindra.com**

Tech Mahindra

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