# NXT-GEN IT SERVICE TRANSFORMATION PROGRAM FOR EUROPEAN AEROSPACE AND DEFENCEMAJOR

CASE STUDY

Connected World.
Connected Experiences.

# Overview

Aerospace and defence industries must leverage the power of new technology. However, many people find it difficult to act on their convictions because of their security and outdated IT systems and infrastructures. As business software platforms and infrastructure develop, additional capabilities are added to legacy systems, increasing their complexity.
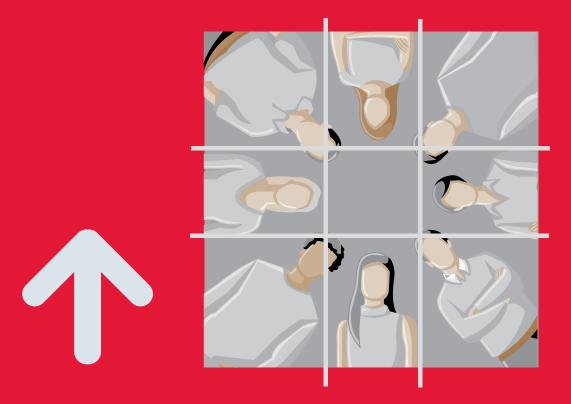
The customer wanted to standardize IT infrastructure and network. While working with data from space, aircraft production, and defence equipment, they had to adhere to severe data security requirements. Tech Mahindra has created end-to-end solutions for the customer by ensuring the smooth operation of all IT services on a daily basis while embarking on an ambitious next gen IT services transformation programme.

## CLIENT BACKGROUND AND CHALLENGE

The client, situated in Bern, Switzerland, is a leading organization specialized in aerospace engineering and the defence industry. Space, aerostructures, maintenance repair and operations (MRO) international and ammotec are the four business sectors they now operate in. The aerospace sector is a strategic priority. The customer possesses exceptional technical capabilities on the ground, in the air, and in space. Today, over 8,100 dedicated and competent employees at production sites in Switzerland, Germany, Sweden, Finland, France, Austria, Hungary, Australia, and the US are driving forward tomorrow's technology.

The customer company was born out of a large government-owned corporation with activities across the globe. The customer had split from the parent company and intended to grow its operations globally.

**Our customer was experiencing the following challenges:**

**Significantly high total cost of ownership**

**Stability and standardization of IT Infrastructure and network**

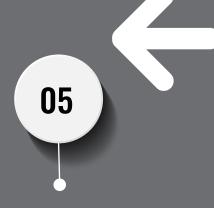**Export control regulations compliance**

# OUR APPROACH AND SOLUTION

Tech Mahindra, with its extensive domain experience, developed end-to-end IT services as well as next gen IT service transformations.

**01**

**02**

**03**

**04**

**05**

**Transformation**

Implemented vital transformation projects such as digital service management, cloud transformation, enterprise IT automation, compliance, and control

**Road map**

Prepared a clear road map for the transformation journey

**Customer experience**

Improved customer experience and shortened the time-to-market, by transforming fundamental infrastructure operations with next-generation services

**Organizational change**

Utilized collaborative transformational roadmaps and co-innovation, bring about organizational change for future preparation

**Export regulations**

Delivered these services while conforming to export regulations in the US and Europe

# BUSINESS AND COMMUNITY IMPACT

**80 %** business activities are now digitally enabled

Stable and standardized operations globally

Strong compliance with regulatory requirements

Excellent customer service and employee experience

Time to market was reduced by around **40%**.

Reduce the total cost of ownership by around **30%**

# Tech Mahindra