



“Tech Mahindra’s combination of consulting and technology services with its industrial background and expertise help position it as a Rising Star in strategic sourcing and category management services.”

*Bruce Guptill*

# Tech Mahindra

## Overview

Tech Mahindra is headquartered in Pune, India. It has more than 150,600 employees across 130 offices in 90 countries. In FY23, the company generated \$6.6 billion in revenue, with IT Services as its largest segment. Tech Mahindra’s approach to strategic sourcing and category management consulting and IT services emphasizes enhanced transparency and visibility into spend data, automation and streamlined processes to improve efficiency, plus collaborative and value-driven relationships with suppliers.

## Strengths

### **Comprehensive IT and consulting services:**

Tech Mahindra’s professional services for strategic sourcing and category management include its Digital Procurement Competency Practice for industry expertise and AI-powered procurement solutions, category playbooks for various indirect and services categories, and expertise in strategic sourcing and category management across multiple industries. The company’s expertise spans over 150 categories across 12 verticals.

### **Technology services extending value to clients:**

Tech Mahindra offers technology services to complement and enhance its consulting offerings. Some of these are cloud-based procurement as a service for P2P processes, dynamic supplier collaboration tools for efficient

communication with suppliers, smart automation and orchestration solutions, intelligent and advanced analytics for spend data, enterprise contract administration and management, and enterprise mobility solutions for access to procurement applications.

### **AI integration with strategic sourcing:**

Key uses of AI by Tech Mahindra in strategic sourcing and category management emphasize intelligent data collection and analysis. Its services include ML-driven integration of internal and external market data, supplier lifecycle management, digital RFx, and contract authoring and review.

## Caution

Misunderstandings and miscommunication occur in many consulting and outsourcing engagements. Unfortunately, Tech Mahindra is not immune to these. Clients indicate issues with the project team’s communication and occasional lack of expertise, sometimes leading to increased time and cost for projects.