

Business agility and scale **powered** by **enterprise resource planning** transformation

Global Travel &
Logistics Company

TECH
mahindra

Standout Case Study

2023

Travel and Logistics

Global

***ISG®**

Opportunity

The client's business operations were underpinned by disparate systems that hindered their ability to operate efficiently and scale seamlessly. They required technology to support their long-term strategy and enable them to keep up with their expanding needs.

As part of this, they were looking at an integrated approach to Enterprise Resource Planning, with a vision to reduce process redundancy and improve flow, while streamlining complex billing systems.

They partnered with Tech Mahindra, a longtime provider, on the strengths of their industry knowledge and expertise in managing such scenarios.

Imagining IT Differently

Through their partnership with Tech Mahindra, the client developed a new ERP solution with the goal of streamlining their business processes. Highlights from this collaboration include:

- Use of automation to reduce manual effort and wastage
- Better visibility of business operations
- Enhanced capacity and customer centricity

According to ISG, this case study is an example of a long-term partnership that enables a new and improved operating model based on an ERP transformation.

Future Made Possible

The partnership with Tech Mahindra has helped the client to be more competitive in their industry. This has been key to sustain growth and market leadership, with new offerings and a superior operating model. With the new ERP solution, the client saw tangible gains through:

- Streamlined operations and reduced costs
- Improved quality control
- Enhance customer satisfaction

The new solution also enabled the client to better adapt to changing business requirements.