Unifying and improving disparate systems **overhauled a telecom's efficiency after a brand change**

one.nz **TECH mahindra**

Opportunity

One New Zealand Group is a large telecommunications company. As a result of a series of acquisitions and a brand change, they were dealing with redundant, disparate CRM systems.

This set-up created multiple inefficiencies. Users had to navigate multiple systems, information had to be manually re-entered between applications, and customer data was not centralized.

They partnered with Tech Mahindra, a long-time provider, based on their technical expertise and industry knowledge.

Imagining IT Differently

Tech Mahindra built a solution to unify the client's disparate systems and streamline their operations. Their work included:

- Modernizing and automating core systems.

- Integrating new features, like an AI model that identifies and blocks spam calls and messages.

- A front-end transformation to improve user experience and brand consistency.

- A complex, 70% automated migration from the old systems to the transformed CRM.

According to the client, the solution exceeded their expectations, especially in scaling.

Future Made Possible

Tech Mahindra's solution was implemented quickly and efficiently, delivering several key business outcomes:

- Automation and modernization improved processes, reducing cycle times and costs.

- Customer satisfaction scores improved 19 points.

- Automated migration reduced migration time from 19 to just 2 days, and reduced migration costs by 60%.

According to ISG this case study is an example of how a provider's skills can speed and improve a transformation.