

Tech Mahindra helps telcos to innovate faster with CA Continuous Delivery Solutions

CLIENT PROFILE

Industry: IT Services

Company: Tech Mahindra

Employees: 117,000

BUSINESS

Tech Mahindra is an IT service provider offering specialist services to telcos, as well as serving non-telco customers. It operates across the US, Europe and Asia.

CHALLENGE

The company needs to keep up with the latest trends to meet customer expectations and stay relevant, but it also needs to help customers maximize smaller budgets.

SOLUTION

To help customers deploy new releases more rapidly, Tech Mahindra is adopting a modern software factory approach, with agile methodologies and CA Continuous Delivery Solutions.

BENEFIT

Tech Mahindra is helping customers to reduce the development lifecycle, maximize their budgets and ultimately, get new releases to consumers faster.

Meeting changing customer demands

After a long day's work, many people head home and hit the sofa. Within minutes, they're watching the latest TV series, streaming exclusive shows from their bespoke recommendations list or playing an online game, and telecommunications companies (telcos) are working behind the scenes to make that happen.

No longer limited to providing phone services, telcos are delivering the world's leisure time, and to satisfy the average consumer, they need to offer reliable services, a constant stream of new features and fast releases.

Tech Mahindra specializes in helping telcos, including Fortune 500 companies, respond to increasing consumer demands and stay relevant in a competitive market. And CA Technologies is a key partner helping the company deliver cutting-edge solutions and high quality expertise.

"At Tech Mahindra, our customers' success is our success. We offer services to help telcos boost retention and launch new products to the end consumer faster," explains Bhushan Patil, Senior Vice President of Sales at Tech Mahindra.

A more agile delivery model

Tech Mahindra is an IT service provider offering specialist services to telcos, as well as serving non-telco customers. It operates across the US, Europe and Asia.

With a geographically diverse customer base, working closely with customers is a must. As Bhushan reveals, "We need to work seamlessly across language barriers, we need to understand different cultures and we need to be engaged with our customers and understand the challenges that they're facing."

For Tech Mahindra's customers, keeping up with the latest trends in technology helps them stay relevant, but they also need to balance increasing consumer demands with diminishing budgets. "With CA Technologies, we're combining 30-years of Tech Mahindra expertise with high quality IT solutions," adds Bhushan. "This partnership means our customers get the best value from their infrastructure investments, and they can respond to changes faster."

For example, to help customers deploy new releases more rapidly, Tech Mahindra is adopting a modern software factory approach, with agile methodologies and greater automation. "Our customers are facing increasing cost pressures, but with more automation we can help them shorten the delivery cycle, meaning less time between coming up with that innovative idea and it actually delivering revenue," says Bhushan.

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Bhushan Patil

Senior Vice President of Sales,
Tech Mahindra

Proven capabilities

Tech Mahindra can also demonstrate the effectiveness of its methodologies to customers by leveraging CA Technologies solutions. "With our own platform built on CA Technologies, we have an edge on the competition. We can actually show our customers how the development cycle is going to work and the benefits of adopting a more automated approach," adds Bhushan.

The company is also accelerating development cycles for itself and its customers with CA Service Virtualization. "The solution integrates easily with front end solutions, it's user friendly and fast to implement," explains Bhushan. "By simulating unavailable systems, it helps teams work in parallel to get reduce timescales."

Test automation is another key component of Tech Mahindra's modern software factory, helping the company reduce the risk of human errors and streamline testing. "Our test coverage has increased dramatically with CA Technologies solutions, so we can do more testing in less time," confirms Bhushan.

With an agile approach and solid technology in place to support its ambitions, Tech Mahindra is helping customers to reduce the development lifecycle, maximize their budgets and ultimately, get new releases to consumers faster. As Bhushan concludes, "We can offer our customers more reliable support on their digital journeys thanks to CA Technologies. The solutions play an integral role in our continuing success, and the success of our customers."

For more information, please visit ca.com



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