Tech Mahindra

REINVENTING SUPPLY CHAIN TO IMPROVE CUSTOMER EXPERIENCE AND REDUCE SHRINKAGE

T-Mobile USA has led cellular service transformation with its "Un-carrier" strategy to be a market disruptor. The telco is trying to reduce shrinkage in its retail business, improve store operation productivity and increase efficiency in store operations such as receiving and transferring inventory, taking physical inventory counts, and selling and taking returns, but was struggling with its existing supply chain. The problems included high operational cost due to the company's heavily customized SAP ERP system, issues with inventory visibility and asset traceability, lost sales due to lack of availability, and an extended time to market.

T-Mobile engaged Tech Mahindra to reimagine and reinvent its supply chain as part of its strategic business transformation. The main goals were to transform the supply chain digitally; radically simplify operations with digital capabilities; enable real time visibility at an individual serial number across T-Mobile stores of inventory quantity, inventory location and inventory state (Sellable, Non-Sellable).

The systems and processes Tech Mahindra introduced enabled transformation of business processes, technology, applications and culture.

Tech Mahindra set up a new digital architecture that is domain and event driven, enabled by microservices and takes an API-first approach. It used Magenta Core, which decoupled the customizations made on T-Mobile's systems. Tech Mahindra brought transformation to T-Mobile's culture with Agile methodology for future development and operations and enhanced the enterprise delivery pipeline with automated DevOps tools.

Tech Mahindra also developed and implemented Retail Inventory Serialization, a key building block for a digital supply chain. It enabled real-time inventory visibility across retail stores for multiple transactions including sales, receipts and transfers and was a key project to enable inventory tracking throughout the device lifecycle.

The effort got results. T-Mobile reduced its shrink by $24 million, reduced the value of its days in inventory (DII) by $106 million, and credits optimized operations with reducing costs by another $15 million. It now has inventory visibility across stores and can deliver a better customer experience.

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