



SUCCESS STORY

Tech Mahindra's success with C1's ProcFox e-Procurement platform for sourcing, vendor management, and auctions across IT, technology, education and global projects



Client Overview: Tech Mahindra and Mahindra University

Tech Mahindra, a global IT and BPO leader, optimized procurement with a streamlined auction system for clients in telecommunications, manufacturing, automotive, and healthcare.

Mahindra University, a multidisciplinary institution in India, focuses on engineering, business, and law. Combining academic rigor with industry relevance, it emphasizes experiential learning through internships, global immersion, and research, fostering innovation and holistic development.

Challenge

Tech Mahindra sought to optimize its **Procurement** and **Supplier Management** practices to improve efficiency and cost savings. The company aimed to leverage technology-driven solutions for both selling excess inventory and procuring goods and services across various sectors, including manufacturing, telecommunications and automotive.

Scope of Work

Implementation of ProcFox e-Procurement platform for Sourcing, Vendor Management, Auctions and Ordering.

- **Sourcing including Vendor Management:** C1's ProcFox solution suite was able to deliver value at each step of the procurement process and this solution is available for all enterprise users across business units of Tech Mahindra.
- **Forward Auctions:** These auctions were targeted at sectors like manufacturing, where excess inventory and specialized equipment were to be sold to the highest bidders.
- **Reverse Auctions:** Sectors such as telecommunications and automotive industries required the procurement of goods and services at the most competitive prices. In these reverse auctions, suppliers would bid against one another to offer the lowest price.

Business Objectives

- Procurement of industrial material/services through transparent price discovery process for **Tech Mahindra and Mahindra University**

SMF Batteries	Loose Furniture & Flush Doors	Installation of Modular Ceiling	Chairs
Excavation Works	Civil & MEP	MEP works	Laptops, Desktops & Monitors
Solar power plant	Water Proofing Works	Fire Protection System	Metal & Wooden Doors
Painting Works	UPVC windows	Audio & Visual works	Decorative Light Fixtures

Reasons for Opting for C1 Solutions

Tech Mahindra chose C1 Solutions for its extensive experience and robust capabilities in running digital transactions. The key reasons for opting for C1 included:

- End to End Source to Pay platform:** ProcFox platform offers end to end capability including Vendor Management, Indent Management, RFx, Auction, Ordering and Contract Management functionality.
- Comprehensive Auction Capabilities:** C1 offered flexible and custom built Forward and Reverse auction capability, making it adaptable to different procurement and sales strategies.
- Sector-Specific Expertise:** C1's deep understanding of industry-specific challenges allowed for customized auction solutions tailored to the unique needs of Tech Mahindra's diverse sectors, including automotive, healthcare, and telecom.
- Data-Driven Decision Making:** C1's platform provided real-time analytics and insights, enabling Tech Mahindra to make more informed decisions during the auction process, thus driving better outcomes.
- Scalability and Flexibility:** C1's solutions were scalable to accommodate Tech Mahindra's growing operations, ensuring seamless integration across multiple sectors.
- Seamless Integration with Existing Systems:** C1's auction platform could be integrated with Tech Mahindra's existing procurement and supply chain systems, enabling a unified and efficient process.

Online Auction Strategy

- The events were conducted successfully with prices derived in line with client's expectations
- The overall strategy led to very good competition in the online bidding process
- Savings to the tune of 18%-23% were achieved through the auction events

500+
No of Auction Conducted

300+
Suppliers Participated



Results & Benefits

By implementing C1's e-Procurement solution, Tech Mahindra was able to achieve several key outcomes:

- **Cost Savings:** Reverse auctions cut costs significantly, with Tech Mahindra achieving 18–23% savings after implementing C1's solution.
- **Increased Efficiency:** The platform streamlined procurement, completing sourcing projects much faster than traditional methods.
- **Better Supplier Relationships:** Transparent bidding fostered trust and stronger ties with suppliers.
Smarter Decisions: Real-time analytics helped Tech Mahindra make better, data-driven procurement choices.
- **Future-Ready:** The scalable platform allowed Tech Mahindra to expand auctions across new sectors and regions.

Conclusion

Tech Mahindra's successful implementation of C1's forward and reverse auction solutions illustrates the power of digital procurement in driving efficiency, cost savings, and transparency across multiple sectors. By overcoming challenges such as resistance to change, sector-specific complexities, and system integration, C1 enabled Tech Mahindra to achieve its procurement goals and position itself for future growth.