Tech Mahindra Smart City Initiative Brings Internet of Things to Life in Lucknow, India

Global technology partner develops innovative solutions for safer, more efficient cities.

Business Challenge

Tech Mahindra is a leader in creating digital transformation, consulting, and business reengineering solutions. With revenue of US$3.5 billion in 2013, the firm is setting the pace for technology innovation worldwide. Tech Mahindra provides solutions to more than 600 global customers, many of which are Fortune 500 companies. Most recently, the organization was named to the Fab 50 Companies list for 2014 by Forbes magazine.

A member of the Mahindra Group of companies, Tech Mahindra employs more than 98,000 professionals in 51 countries. The firm offers solutions for a wide variety of public and private sector industries.

“We have developed comprehensive solutions for some of the world’s leading telecommunications providers,” says Dr. Rishi Mohan Bhatnagar, global head of Digital Enterprise Services at Tech Mahindra. “We have also worked with many of the world’s most prominent manufacturers and financial services organizations.”

Tech Mahindra has extensive experience in the public sector as well, helping governments harness the power of information technology through smart city and other initiatives to power safer, more efficient citizen services.
These diverse customers have one thing in common: they are all seeking solutions that can help them become more connected and collaborative. As the IoT rapidly emerges, Tech Mahindra is doing much more than just responding to its clients’ needs. It is playing a leading role in actively shaping the marketplace.

**Partner Program**

Over the past five years, Tech Mahindra has become a pioneer in making the IoT vision a reality. The organization is expert not only in developing and deploying IoT solutions, but also in sharing its knowledge with its customers and partners to spark further innovation.

“We are taking a very active role in driving thought leadership on enterprise IoT,” says Bhatnagar. “Analysts have cited us among top 10 companies in the world.”

Dr. Bhatnagar is a passionate advocate of IoT solutions, and co-author of “Enterprise IoT: Strategies and Best Practices for Connected Products and Services.”

Tech Mahindra’s partnership with Cisco is an important part of the company’s IoT strategy. With the extensive Cisco portfolio of network infrastructure products, the firm can develop solutions that are aligned to its customers’ business needs.

“Our partner ecosystem is very strong for us, providing the technology, platforms, and applications to support IoT solutions,” says Bhatnagar.

The firm is also building on its Cisco partnership to set the stage for new applications and improved efficiency for entire industries.

“Developing best practices is a key initiative we are working on,” says Bhatnagar. “For example, our Track and Trace project with Cisco and Bosch is generating a great deal of excitement in the manufacturing arena.”

A collaborative effort between members of the Industrial Internet Consortium, Track and Trace lets manufacturers determine the position of industrial power tools on the manufacturing floor with extreme precision. It constantly collects data to give manufacturers a real-time overview of tool conditions to enhance factory efficiency and quality. The initiative can also support automation of routine tasks, such as replacement of worn-out parts.

Each test bed partner lends its area of expertise to the project. Tech Mahindra is responsible for application programming, while Cisco networking supports the power tools’ location identification. The project is laying the groundwork for more productive, safer manufacturing processes.

**Business Results**

Customers are rapidly becoming more educated on IoT and the benefits of a more connected business.

“In the majority of cases, customers most appreciate the operational efficiency, and the ability of IoT to help them reduce costs,” says Bhatnagar. “They’re also excited over its ability to deliver an improved experience for their end customers.”

As organizations connect more people and devices in their businesses, Tech Mahindra is benefitting from growing deal sizes and new market opportunities.

“Not long ago, we might develop a pilot proposal to connect a few dozen devices for $100,000 or $200,000,” says Bhatnagar. “Now the number of assets that a client is monitoring, controlling, and managing is often in the thousands, with a deal size of 4 to 5 million dollars. The pipeline is strong, with even larger deals on the horizon.”
Enhancing Public Safety with Lucknow Smart Cities Solution

Among the most ambitious projects are a series of large-scale public sector projects, part of the Smart Cities initiative led by the new government of India. Uttar Pradesh, one of the largest states in India, has initiated a Smart Cities project in its capital, Lucknow. The city is creating a Safe City project as the one of the steps toward building a Smart City.

“Lucknow was looking for a solution that could provide security surveillance as a service,” says Bhatnagar. “Tech Mahindra and Mahindra Special Services Group (SSG) partnered with Cisco to develop and deploy an IoT initiative throughout the city.”

As part of the project, Mahindra SSG and Tech Mahindra designed and implemented a surveillance network comprising 280 IP CCTVs, automatic number plate recognition system (ANPR), video analytics, mobile surveillance system, command and control center, and data center. Together, the solution focuses on controlling crime in the city and can also be used for managing traffic violations. The project covers 70 junctions in Lucknow, with a specific focus on entry and exit points, and other sensitive locations.

“The objective is to make Lucknow as safe as possible,” says Bhatnagar.

Smart security surveillance is now one of the fastest growing businesses for Cisco and Tech Mahindra in India, and the partners anticipate additional opportunities as the country’s Smart Cities initiative gains momentum.

Tech Mahindra and Cisco are continuing to move forward, building on their thought leadership, innovation, and strategic partnerships to enable the Internet of Things to blossom.

For More Information

To learn more about how Cisco can help you unlock new opportunities and revenue in the Internet of Things market, visit www.cisco.com/go/iot.