

Indosat Assigned Tech Mahindra as IT Managed Services Partner to Improve Customer Experience

Technology

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Indosat's IT operations will be modernized by implementing a digital platform-based approach that enhances performance and drives value

New Delhi – 23rd March 2023: Indosat Ooredoo Hutchison (Indosat) announced the appointment of Tech Mahindra for their IT managed services partner. Tech Mahindra as a leading provider of digital transformation, consulting and business re-engineering services and solutions, will transform and run Indosat's IT operations on a new-age digital-first platform that enables seamless visibility and managed services across its entire IT stack from a single viewpoint. This will improve overall performance, drive value, and improve customer experience for Indosat's 102.2 million mobile subscribers.

Vikram Sinha, President Director and CEO of Indosat Ooredoo

Hutchison, said, *"Indosat is a purpose-driven company to connect and empower the people of Indonesia by accelerating nation's digital transformation. Partner-first approach is our key strategy to pursue that purpose and we are delighted to partner with Tech Mahindra as our combined IT Managed Services partner. The partnership will enable us to deliver a marvelous experience to our customers and drive the industry and Indonesia's digital economy growth in the future."*

CP Gurnani, Managing Director and Chief Executive Officer, Tech

Mahindra said, *“We look forward to partner with Indosat to enable their transformational journey towards becoming a digital-first service provider, which will help them deliver a superior customer experience. The combined IT managed services engagement will help us enhance our footprint in Indonesia, which is a rapidly growing market for IT services. Further, this partnership will also strengthen Tech Mahindra’s positioning as a leading IT managed services provider for CSPs in the region.”*

In addition to the partnership for IT managed services, both organizations signed an MoU in June 2022 to enable Indosat to grow their enterprise business.

This partnership is in line with Tech Mahindra’s DigitALL philosophy for comprehensive business transformation. As part of NXT.NOW™ framework, which aims to enhance ‘Human Centric Experience’, Tech Mahindra focuses on investing in emerging technologies and solutions that enable digital transformation and meet the evolving needs of its customers.

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About Indosat Ooredoo Hutchison

Indosat Ooredoo Hutchison (IDX: ISAT)’s vision is to become the most preferred digital telco of Indonesia. Through its world-class digital telecom services and preeminent network, Indosat Ooredoo Hutchison strives to connect and empower every Indonesian. Jointly controlled by Ooredoo Group and CK Hutchison, Indosat Ooredoo Hutchison was formed through the merger of PT Indosat Tbk and PT Hutchison 3 Indonesia in 2022. For media enquiries, please contact:

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YouTube : <https://www.youtube.com/c/IndosatOoredooHutchison>

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About Tech Mahindra

Tech Mahindra offers innovative and customer-centric digital experiences, enabling enterprises, associates, and the society to Rise for a more equal world, future readiness, and value creation. It is a USD 6+ billion organization with 157,000+ professionals across 90 countries helping 1290 global customers, including Fortune 500 companies. It is focused on leveraging next-generation technologies including 5G, Metaverse, Blockchain, Quantum Computing, Cybersecurity, Artificial Intelligence, and more, to enable end-to-end digital transformation for global customers. It is the only Indian company in the world to receive HRH The Prince of Wales' Terra Carta Seal for its commitment to creating a sustainable future. It is the fastest growing brand globally in 'brand value rank' and amongst the top 7 IT brands globally in brand strength with AA+ rating. With the NXT.NOW™ framework, Tech Mahindra aims to enhance 'Human Centric Experience' for its ecosystem and drive collaborative disruption with synergies arising from a robust portfolio of companies. Tech Mahindra aims at delivering tomorrow's experiences today and believes that the 'Future is Now'.

Tech Mahindra is part of the Mahindra Group, founded in 1945, one of the largest and most admired multinational federation of companies with 260,000 employees in over 100 countries. It enjoys a leadership position in

farm equipment, utility vehicles, information technology and financial services in India and is the world's largest tractor company by volume. It has a strong presence in renewable energy, agriculture, logistics, hospitality and real estate. The Mahindra Group has a clear focus on leading ESG globally, enabling rural prosperity and enhancing urban living, with a goal to drive positive change in the lives of communities and stakeholders to enable them to Rise.

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