Tech Mahindra Establishes Communications Experience Center in Pune to Drive AI Led Innovation for CSPs

Technology

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Pune – April 22nd, 2026: Tech Mahindra (NSE: TECHM), a leading global provider of technology consulting and digital solutions to enterprises across industries, has announced the opening of its Communications Experience Center (CEC) in Pune. The center is designed as a nerve center for Communications Service Providers (CSPs) to cocreate new growth solutions and reimagine operations, customer experience, and business models in a lowmargin, highcomplexity environment through AI led innovation.

The CEC leverages Pune's legacy as Tech Mahindra's premier global hub for communications innovation spanning four decades. It will be further supported by satellite innovation centers worldwide, each tailored to regional priorities and unified by a common communications framework. Guided by Tech Mahindra's telecom strategy: **Grow, Empower**, and **Transform**, the center is dedicated to advancing new growth platforms, API-led ecosystems, B2B2X models, and agentic operations, while fast-tracking AI-native, cloud-

first, and autonomous network transformations.

Amol Phadke, Chief Transformation Officer, Tech Mahindra, said, *"Communications Service Providers are at a defining moment as they navigate rising complexity alongside the need for sustainable growth. As Tech Mahindra marks 40 years of deep telecom heritage, our Communications Experience Center in Pune serves as a nerve center where CSPs can rethink growth, agentic operations, and customer experience, moving from experimentation to production. Aligned with our communications narrative of 'Unlock Spectrum of Possibilities,' the center reinforces our role as a strategic transformation partner for the agentic AI era."*

The center features immersive demonstrations, communicationsspecific use cases, and collaborative innovation spaces for CXOlevel decisionmakers at Communications Service Providers (CSPs), bringing together strategy, technology, and execution to accelerate solution discovery and decisionmaking. It showcases agentic customer and employee journeys, autonomous network operations, and digital consumer and connected enterprise models, powered by communicationsspecific AI use cases on secure, AInative cloud platforms, alongside partnerled cocreation zones that enable ecosystemdriven innovation.

With a deep communications heritage, Tech Mahindra is trusted by many of the world's leading CSPs. It actively contributes to global industry standards

and alliances. The CEC strengthens Tech Mahindra's position as an innovationled digital transformation partner. This supports CSPs as they navigate complex transformation journeys and drive scalable, longterm business value.

About Tech Mahindra

Tech Mahindra (NSE: TECHM) offers technology consulting and digital solutions to global enterprises across industries, enabling transformative scale at unparalleled speed. With 147,000+ professionals across 90+ countries helping 1100+ clients, Tech Mahindra provides a full spectrum of services including consulting, information technology, enterprise applications, business process services, engineering services, network services, customer experience & design, AI & analytics, and cloud & infrastructure services. It is the first Indian company in the world to have been awarded the Sustainable Markets Initiative's Terra Carta Seal, which recognizes global companies that are actively leading the charge to create a climate and nature-positive future. Tech Mahindra is part of the Mahindra Group, founded in 1945, one of the largest and most admired multinational federation of companies. For more information on how TechM can partner with you to meet your Scale at Speed™ imperatives, please visit https://www.techmahindra.com

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