

Tech Mahindra Unveils Zero Gravity Telco Architecture™ to Accelerate AI-Native Telco Transformation

Technology

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A new architectural paradigm and AI-readiness diagnostic helps communication service providers build trusted foundations for autonomous, AI-native operations.

Pune, India - 9th September, 2026: [Tech Mahindra](#) (NSE: TECHM), a leading global provider of technology consulting and digital solutions to enterprises across industries, unveiled its [Zero Gravity Telco Architecture™](#), a strategic framework designed to help communication service providers (CSPs) systematically overcome the structural barrier stalling their AI ambitions, and help accelerate the transition to AI-native, autonomous operations.

Why AI stalls before it reaches core operations

Telecom operators are entering a new era where competitive advantage will depend on investments in AI-led automation and autonomous operations.

And while investments in AI, cloud, and 5G are growing, most AI initiatives are losing their momentum, unable to cross into core operations. The reason for this is often the underlying state that may be too fragmented and

semantically inconsistent for agents to reason about safely.

For most CSPs, the challenge is the embedded business logic, rules, and the meaning that is trapped inside the systems for decades. Every AI initiative must first negotiate with the accumulated weight of these systems before it can deliver value.

Overcoming legacy gravity

Tech Mahindra's report names this phenomenon Legacy Gravity, the accumulated pull that decades-old systems exert on every new initiative.

Just as physical mass creates gravity, the business rules and definitions built up inside an operator's systems over decades creates a pull that slows every business change initiative and holds AI back. Zero Gravity Telco

Architecture™ addresses this by simplifying the technology estates, moving essential business rules and definitions into a shared, governed layer and establishing trusted foundations that AI agents can safely draw on.

The framework underscores that; success depends on building the right foundation first. Operators that rush to deploy autonomous AI on fragmented systems and inconsistent data often face higher costs, slower outcomes, and growing skepticism around AI's value. By first simplifying technology estates and establishing trusted, governed data foundations, CSPs can unlock AI's full potential with greater confidence, scale, and measurable business impact. In this way, escaping Legacy Gravity becomes the critical first step toward becoming a truly adaptive, AI-native telecom

operator.

Measuring readiness for AI-native operations

Central to the framework is the Zero Gravity Index, a maturity diagnostic that helps telecom leaders assess their organization's readiness for AI-native transformation while recommending a trajectory sequence from legacy environments to adaptive, intelligent operations. Combined with a layered target architecture, the framework helps CSPs build scalable, governed, and agent-ready enterprises capable of supporting future business models.

"The telecom industry is in its transformative era where AI is fundamentally changing how networks are operated, services are delivered, and customer experiences are created. But AI alone cannot be industrialized on top of unorganized legacy. The barrier is the gravitational pull of the existing estate," said **Amol Phadke, Chief Transformation Officer, Tech Mahindra**. *"Our Zero Gravity Telco Architecture™ provides operators the guidance to externalize the context trapped inside their systems, build trusted foundations, and only then scale autonomous agents. As telecom evolves from modernization towards intelligence-led enterprises, the ability to organize meaning, context, and decision-making at scale will become the defining competitive advantage."*

"AI will not deliver its full potential on fragmented architectures and inconsistent business logic. Operators that want to become autonomous enterprises must first build trusted foundations, shared understanding and governance that allow AI to operate safely and at scale." said **Nik Willetts, CEO, TM Forum**. *"Tech*

Mahindra's Zero Gravity Telco Architecture™ aligns closely with the principles behind TM Forum's AI-Native Open Digital Architecture and highlights a reality the industry can no longer ignore: AI doesn't move from pilot to production without trust."

Developed through Tech Mahindra's extensive experience delivering large-scale telecom transformation programs globally, the Zero Gravity Telco Architecture™ reflects the evolving needs of operators as they move beyond connectivity-led growth toward intelligence-led operations. Tech Mahindra is also committed towards the development of AI-Native Open Digital Architecture (ODA) and advancing the Zero Gravity Architecture as an open, trusted and interoperable framework, enabling CSPs to accelerate and scale their AI-native transformation.

About Tech Mahindra

Tech Mahindra (NSE: TECHM, BSE: 532755) offers technology consulting and digital solutions to global enterprises across industries, enabling transformative scale at unparalleled speed. With 146,000+ professionals across 90 countries, 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.

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