Partnering with Capgemini, TE Connectivity shifts to a managed services model to transform its digital infrastructure and improve the customer journey.

TE Connectivity is the go-to engineering partner for today’s innovation leaders and technology entrepreneurs, helping solve tomorrow’s toughest challenges with advanced connectivity and sensor solutions. It has partnered with customers for more than 75 years to produce highly engineered connectivity and sensing products that make a connected world possible.

TE Connectivity solutions power electric vehicles, aircraft, digital factories, and smart homes, and its innovations enable life-saving medical care, sustainable communities, efficient utility networks, and the global communications infrastructure. Its unmatched range of products enables companies to turn ideas into technology that can transform how the world works and lives tomorrow.

**Striving for a better experience**

The TE Information Solutions (TEIS) team was transforming even before the pandemic hit. The company supports processes in various industries, so the IT team has to be flexible. Its automotive customers are moving towards electric cars, manufacturers are transitioning to more automation and robotics, and almost all are accelerating a transition to the cloud.

“We are transitioning more to the cloud, which is going to help us provide a more scalable infrastructure for our company and customers,” says Nagesh Ramesh, Vice President, IT Applications, TE Connectivity. “And we are moving towards a more customer-centric ecommerce experience through our digital channels, and that is actually leading us to think very differently. It is no longer only serving large companies but also hundreds of smaller customers. And that transformation is happening faster than we thought. It means more of an ecommerce footprint with an Amazon-like experience.”

**Client:** TE Connectivity  
**Region:** North America  
**Sector:** Electronics & Hi Tech  
**Client challenge:**  
TE Connectivity wanted to launch a digital transformation initiative that would improve the scalability of its infrastructure and improve both the employee and customer experience.

**Solution:**  
Partnering with Capgemini, TE Connectivity moved to a managed service model to better incorporate customer feedback, introduce SAP S/4HANA, and adapt to a world in which remote working has become increasingly important.

**Benefits:**  
- Enhanced customer and employee experience  
- Improved scalability of digital infrastructure  
- Greater flexibility to respond to unpredictable disruptions
A big reason why we chose to work with Capgemini was the talent they brought to the table.

Nagesh Ramesh
Vice President, IT Applications,
TE Connectivity
Responding to the pandemic

When the potential implications of the global pandemic began to emerge, TEIS started exploring options. Working from home was not entirely new to the company. “We had a sizable number of employees who did a lot of their work from home,” says Ramesh.

Anticipating a lockdown in local communities, TEIS leadership and managed services partner Capgemini developed a plan to create a functioning work-from-home environment. They proactively moved computers, laptops, monitors, and other equipment to employees’ homes to create comfortable, productive workspaces.

“It is amazing, when you work together with a partner like Capgemini who really understands what was happening with the global crisis, how much you can accomplish,” says Ramesh. “The transition happened really fast, and the entire team was mobilized in a couple of weeks.”

While TE works through the assessment stage for S/4HANA, it completed five remote SAP deployments during the pandemic, performed virtually, including hypercare.

“If you had asked me before the global pandemic if an SAP project could go live without anyone onsite, I would have laughed,” says Ramesh. “But the user base and business leadership quickly adapted to this new reality. We delivered on server upgrades, patching, and cybersecurity compliance. The combined efforts of TEIS and Capgemini employees willing to go the extra mile and show compassion for our users really made it work in this remote rollout world.”

The TEIS applications team was recognized with an internal CIO award for the five remote SAP go-lives during the pandemic.

Capturing a continuous improvement mindset

The company’s Lean program, designed to drive continuous improvement and dubbed TE Operation Advantage, identifies areas not achieving industry benchmarks and reviews how to improve.

“It is part of our cultural DNA to think with continuous improvement in mind,” says Bahr. “It is the opportunity to make mistakes but then learn from the experience and find the opportunities to improve. So, this really means thinking about improvement every day. Without that mindset, we are not making progress.”

TEIS’ continuous improvement journey includes boosting stability and performance and operating a 24/7 platform. It means when support professionals resolve an incident, they should also ask what can be done to find the root cause and avoid the issue in the future. While the benefits may be saving costs and improving operations, it also challenges IT employees to find solutions and avoid repetitive tasks.

“Across industries, the pandemic has done to digital transformation what the CIOs could not,” says Ramesh. “The pandemic really fast-tracked digital transformation by maybe five or 10 years. We are much smarter in 2020. Today, we are 100 percent working remotely, including go-lives. Not everyone can be a leader, but it should be clear now that adopting digital transformation is a key part of your business strategy. If you don’t, you will only be able to react versus trying to take advantage of what is possible.”

TE Connectivity was certainly not untouched by the pandemic, but good planning and the help of good partners meant that its customer-centricity revitalization proceeded as planned. Small remote deployments have now shown that a larger rollout could be done virtually, and customer experience is already benefiting from the drive to continuously improve.