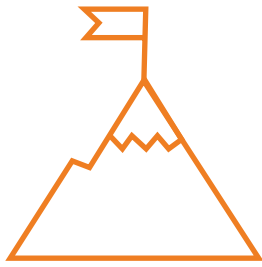




Case Study

Managed Services Support for Oracle E-Business Suite for Global Leader in Insurance

The client is a global leader in insurance broking and risk management, working with its client to define, design, and deliver innovative industry-specific solutions.



Business Challenges

- ✓ High ticket volumes (50,000+ per year)
- ✓ High support total cost of ownership (TCO)
- ✓ Unmanaged backlog of 35+ % of monthly volumes
- ✓ Severe SLA slippages: 30% SLA across P1 and P2 tickets and 50% across P3 and P4 tickets
- ✓ 50% overrun in stipulated period closure time target
- ✓ Frequent failures of third-party integrations (over 5-6% of the total issues)
- ✓ 80+ data fixes and 25+ code fixes per month
- ✓ Unstable production instance and scalability issues hindering transformation project plan

LTI Solution

Ticket trend analysis and Mosaic Discovery to identify pressure points like recurring P1 tickets, month close issues, & more.

Leveraged LTI IP tools and SOPs for automation

Elimination and SOP-led shift left for recurring issues

RCA-driven permanent fixes for P1 and P2 tickets

Pre-built checklist and financial cockpit tools to eliminate bottlenecks during month close

Data quality and configuration analysis driven integration and data fixes

Proactive monitoring and tool-based code reviews to identify and minimize code fixes

Simplification of business process and technical components

LTI Solution

- **20% ticket volume reduction** within nine months of the engagement
- **40% backlog reduction** within six months of the engagement
- **25% reduction in P1 issues** in the first year
- **100% SLA adherence** across all ticket categories as per contractual obligations in the first year
- **30% reduction in period closure timelines**
- **Integration failures reduced** to less than 1% of the total ticket count
- **50% reduction in data fixes and code fixes** within six months of the engagement
- **Enabled and led strategic initiatives**, including 40+ country rollouts, without any significant issues

LTI (NSE: LTI) is a global technology consulting and digital solutions company helping more than 435 clients succeed in a converging world. With operations in 31 countries, we go the extra mile for our clients and accelerate their digital transformation with LTI's Mosaic platform enabling their mobile, social, analytics, IoT and cloud journeys. Founded in 1997 as a subsidiary of Larsen & Toubro Limited, our unique heritage gives us unrivalled real-world expertise to solve the most complex challenges of enterprises across all industries. Each day, our team of more than 36,000 LTIites enable our clients to improve the effectiveness of their business and technology operations and deliver value to their customers, employees and shareholders. Find more at <http://www.Ltinfotech.com> or follow us at @LTI_Global.