



Let's Solve

 A Larsen & Toubro
Group Company



Case Study

Reimagining Product Servicing for Leading Elevator Manufacturer



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LTI created compelling user experience design to provide next-generation services

Business Challenges

The company faced challenges with lack of visibility of elevator maintenance for technicians, which led to loss of productivity, increase in service time and higher time to repair. They wanted a solution that would provide real-time elevator status and improve their response rate.

What we did?

Conducted business sessions and design thinking workshops to design Customer and Technical dashboard.

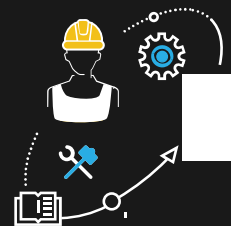
Conceptualized an IoT-led platform that enables the client firm's strategy of bringing transparency to the customers and internal users providing personalized experience for customers with a visibility on real-time equipment health data.

Implemented a phase-wise country rollout to consolidate and gather data on cloud.

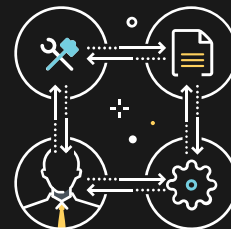
What was achieved?



30% reduction in service costs.



Enhanced Service Expert's experience using visualization of complex data to enable **predictive and proactive maintenance**.



Near **90% uptime** of equipment under service contracts.



40% reduction in customer contact at center calls.



Saved millions on operations in major countries where its deployed, making the client a market leader in IoT-based digital products.

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 LTItes 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