



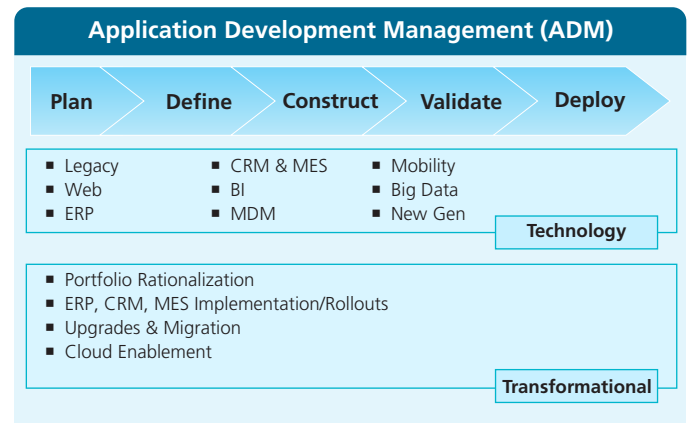
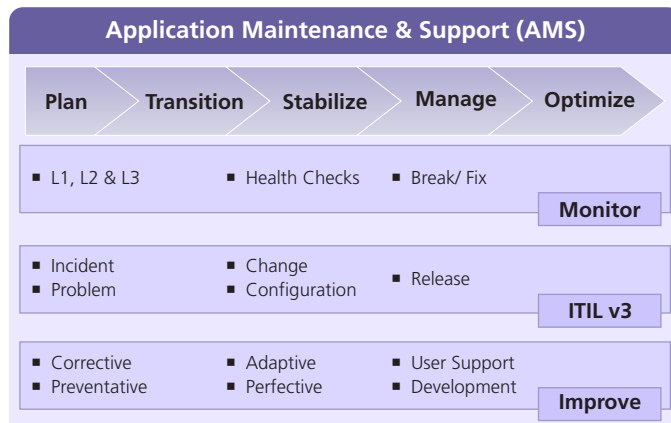
# Application Services for Aerospace

Our  
Business  
Knowledge,  
Your  
Winning  
Edge.



# Application Management Services

Enterprises today expect comprehensive end-to-end application management services.



**L&T Infotech delivers predictable outcome with clear business value.**

Our 'Rendezvous' framework for application management services provides a comprehensive execution and measurement model.

Service Planning	Transition Workbench (TW)	Problem Tracking System (PTS)	Defect Tracking System (DTS)	Request Management System (RMS)	Management Utility for Strategic Information and Control (MUSIC) <ul style="list-style-type: none"> <li>Performance (SLA, KPIs, etc.)</li> <li>Trends</li> <li>Availability</li> <li>Stability</li> <li>Innovation</li> </ul>
Project Management System (PMS)	Time Management System (TMS)	SLA Management	Knowledge Framework		
Quality Management	Ideation Center	Collaboration Tools			
Global Delivery	CMMi Level 5 Service Centers	Rationalization	Three-Year Roadmap	Outcome-focused Execution	
Governance (Rendezvous Powered 4-Tier Model)					

## Proof Points

Client Profile	Business Benefits
One of the largest Scandinavian manufacturers of trucks, buses and other vehicles	<ul style="list-style-type: none"> <li>60% reduction in number of support tickets through efficient re-engineering and maintenance of product information and sales arguments application</li> <li>20-30% reduction in annual maintenance cost through re-engineering of product costing application</li> </ul>
Leading technology products distributor	<ul style="list-style-type: none"> <li>45% improvement achieved after code changes</li> <li>90% of the timeouts are reduced after redesigning of End User and ACOP functionality</li> </ul>
U.S. based Fortune 10 oil & gas major	<ul style="list-style-type: none"> <li>80% effort from offshore for strategic projects</li> <li>Global support with project teams distributed across 13 locations</li> <li>Almost 70% in effort spend for new projects</li> </ul>

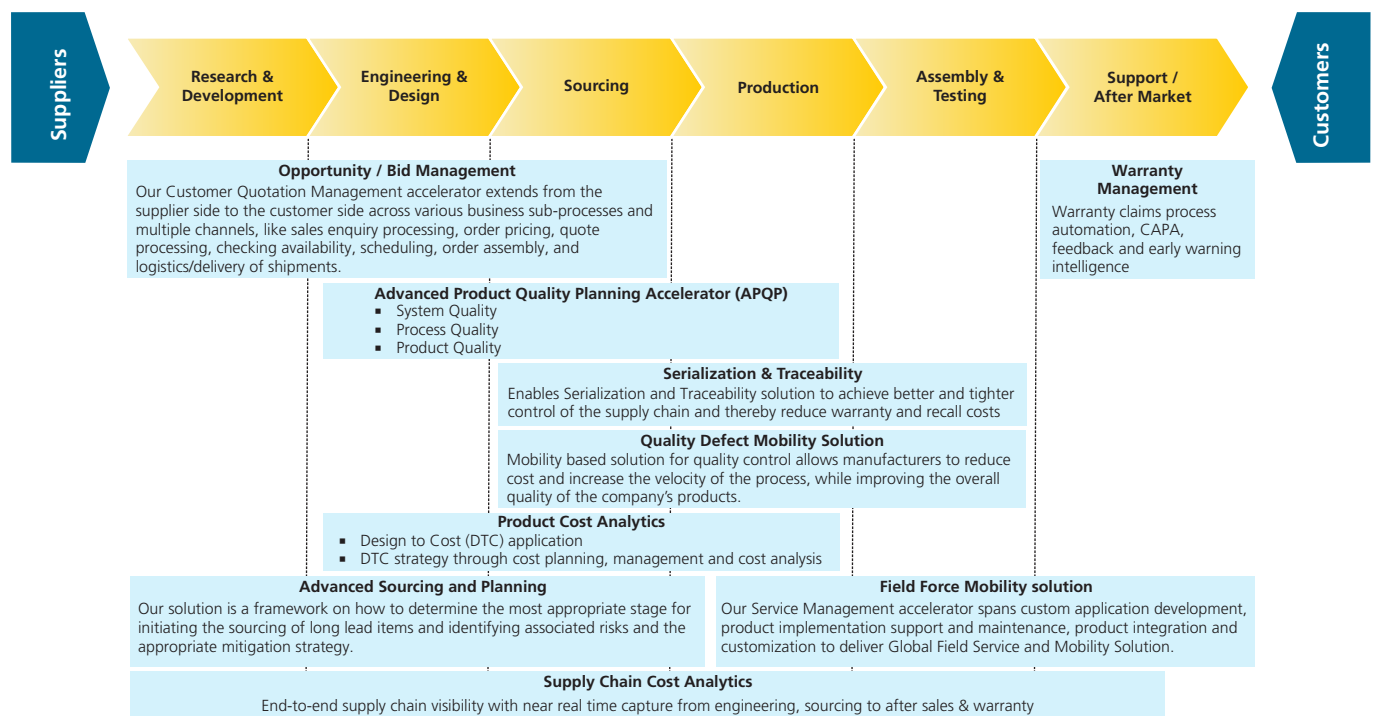
# Our Industry Focus

## Our industry experience provides business process centric application management services

Commercial aircraft production is expected to reach record levels, and backlogs are expected to grow with increasing demand for fuel-efficient aircrafts. On the other hand, while defense spending in the U.S. and Europe is declining, pressure to reduce costs and consolidate excess defense capacity is increasing. Offset credits programs are important, and government policies & regulations towards such programs are becoming driving factors for globalization. Technology innovation like concurrent engineering, distributed manufacturing and virtual plant floors have become the key drivers for fulfilling all requirements - right from legal & environmental regulations to reducing overall system integration costs.

We provide the winning edge to our clients by leveraging the business process understanding and knowledge of highly skilled functional and technology consultants from our parent group, Larsen & Toubro, a leading Indian conglomerate in heavy engineering, construction, finance and technology. This unique Business-to-IT Connect, which enables us to deliver business value through our domain-led solutions, helps get a tighter control on the supply chain and optimize processes with solutions for bid management, design to cost, advanced sourcing & planning, mobility-based quality defect identification and field force management.

## Our Solutions and Accelerators for the Aerospace Industry



## Key Business Differentiators

### Our Business Knowledge, Your Winning Edge

We enable global OEMs and supplier ecosystems to achieve the winning edge through sharper, domain-specific solutions from our decades of experience in diverse global businesses.

We comprehensively understand the Customer-Dealer-OEM- Supplier ecosystem and our industry solutions are geared to enable maximizing value across the value chain.

### Investment to Engage the Future

Global Demographics shifts, emerging market demands, disruptive technologies in mobility, social media, Big Data, Cloud, 3D printing, pace and complexity of technology adoption in products and manufacturing processes will continue to have profound influence in the industry.

We invest in forward looking solutions such as Next Generation Warranty Analytics (connected vehicle enabled, social Big Data empowered), shop floor of the future, sensor/Rfid enabled WIP tracking, mobility in assembly/shop floor to name a few.

Our solution offers a robust future engaged partnership to Navigate & adapt to changes in a competitive & effective way.

### Driven By Execution Excellence

We believe that a right strategy leads to predictable outcome. We offer predictable outcomes with clarity of objectives, milestones, product specifications and stakeholder engagement driven by right experts throughout the life cycle.

To our client this means a transparent execution, continuously engaged & monitored for predictable progress, adopts right processes & tools and scales to meet the objectives.

Agility | Dependability | Innovation | Integrity | Meritocracy & Fairplay | Passion | Teamwork

# Application Services

## Consulting

Key Areas	Our Consulting Services Portfolio		
<ul style="list-style-type: none"><li>▪ Business</li><li>▪ Process</li></ul>	<ul style="list-style-type: none"><li>▪ Operations</li><li>▪ Technology</li></ul>	<ul style="list-style-type: none"><li>▪ Business process management</li><li>▪ Price &amp; revenue management</li><li>▪ IT strategy &amp; governance</li></ul>	<ul style="list-style-type: none"><li>▪ Supply chain management</li><li>▪ Information management</li><li>▪ IT Process management</li><li>▪ Change management</li><li>▪ ERP consulting</li><li>▪ Emerging technology adoption</li><li>▪ Open source advisory</li></ul>

## IT Services

<b>Enterprise Integration</b> B2B, B2BaaS, BPM and EAI, Microsoft BizTalk, IBM WebSphere (MQ Series), SAP XI, TIBCO, webMethods, etc.	<b>ADM/AMS</b> Proven onsite-offshore delivery model, SLA-based services, 24 X 7 support and maintenance, application development/re-engineering	<b>ERP and CRM</b> SAP, Oracle JD Edwards, PeopleSoft, Siebel CRM, etc.	<b>BI/DW</b> OBIEE, BOBJ, Teradata, Microsoft (SSIS, SSRS), Cognos, Informatica, Hyperion, DataStage, MicroStrategy
<b>Infrastructure Management</b> 24x7 helpdesk, change management, end user computing, DC operations, network & security operations, application packaging and hosting & Cloud, and knowledge management system	<b>Testing</b> Test consulting, specialized testing, core testing, ERP testing, DW/BI testing, performance testing, mobility testing, agile testing, testing-as-a-service	<b>Mobility</b> Mobile app development and testing, mobility roadmap consulting and rollout, enterprise mobility solutions, mobility portfolio management	<b>Big Data</b> Big Data analytics & integration with visualization technologies, integration of enterprise data with Big Data solutions, social media analytics and solutions for integration

## Why L&T Infotech

- L&T Infotech builds long-term partnerships which is demonstrated by 70+ client relationships over multiple years and 80%+ of our business coming from existing clients
- We bring a unique combination of manufacturing domain experience from serving our parent, a global manufacturing company for over 25 years, with technical expertise across various technologies and software packages
- Partnership with leading analyst firms like Gartner, Forrester, IDC and Ovum, and our market research helps us identify industry problems, and then craft and refine our solutions
- Our domain-centric solutions across the value chain help our clients accelerate solution implementation
- Our service offerings are optimized to ensure availability, reduce maintenance and improve productivity over time

**Our industry-leading global clients trust L&T Infotech with their business-critical IT services.**

## About L&T Infotech

Larsen & Toubro Infotech Ltd. (L&T Infotech), one of the fastest growing global IT services company, is ranked by NASSCOM as the 6<sup>th</sup> largest software & services exporter from India and among the top 20 IT BPO employers in 2014. It is a wholly-owned subsidiary of Larsen & Toubro (L&T), a multi-billion conglomerate, and India's largest Technology, Engineering, Construction, Manufacturing and Financial Services organization, with global operations.

L&T Infotech provides end-to-end IT solutions and services to Banking & Financial Services; Insurance; Energy & Process; Hi-tech & Consumer Electronics; Utilities, Engineering & Construction; Consumer Packaged Goods, Retail & Pharmaceuticals; Auto & Aerospace; Media & Entertainment; Healthcare; Plant Equipment & Industrial Machinery and Travel & Logistics industries.

Headquartered in Mumbai, India, L&T Infotech delivers IT-enabled business solutions to its clients, leveraging its strong domain expertise and in-depth technology know-how, through its service lines, including Testing; Mobility; Infrastructure Management Services; BI/DW; SAP; Oracle & Microsoft; Enterprise Integration; and Manufacturing Execution Systems.

L&T Infotech is differentiated by its three-pronged value proposition, encompassing Business-to-IT Connect, Execution Excellence and Engage the Future. ([www.Ltinfotech.com](http://www.Ltinfotech.com))



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