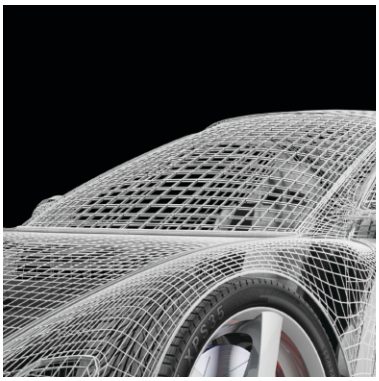
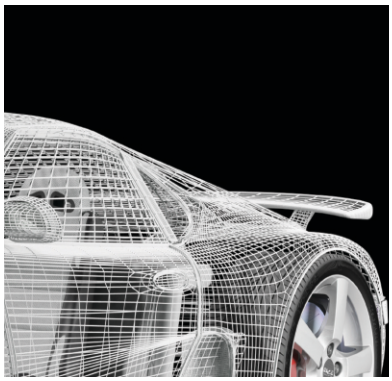
Application Services for Automotive

Our Business Knowledge, Your Winning Edge.





L&T Infotech

Application Management Services

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

Application Maintenance & Support (AMS)

Plan → Transition → Stabilize → Manage → Optimize

Monitor
- L1, L2 & L3
- Health Checks
- Break/ Fix

ITIL v3
- Incident
- Problem
- Change
- Configuration
- Release

Improve
- Corrective
- Preventative
- Adaptive
- Perfective
- User Support
- Development

Application Development Management (ADM)

Plan → Define → Construct → Validate → Deploy

Technology
- Legacy
- Web
- ERP
- CRM & MES
- BI
- MDM
- Mobility
- Big Data
- New Gen

Transformational
- Portfolio Rationalization
- ERP, CRM, MES Implementation/Rollouts
- Upgrades & Migration
- Cloud Enablement

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)
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	Flexible Engagement Models
Governance (Rendezvous Powered 4-Tier Model)				

Management Utility for Strategic Information and Control (MUSIC)
- Performance (SLA, KPIs, etc.)
- Trends
- Availability
- Stability
- Innovation

Automotive Industry Transition Accelerator

Our tools and templates based KT framework leverages automotive industry reference model to efficiently manage end to end KT processes.

OEMs/ Suppliers → Engineering → Supply chain → Manufacturing → Warranty and customer support → End of life → Dealers/ Customers

L1

L2
- Demand Planning
- Inventory Planning
- Supply Planning
- DRP
- PPC
- Allocation & Order Promising

L3
- Data sources
- Statistical tools
- Forecasting
- Communication and consensus

Proof Points

Client Profile	Business Benefits
One of the largest Scandinavian manufacturers of trucks, buses and other vehicles	▪ 60% reduction in number of support tickets through efficient re-engineering and maintenance of product information and sales arguments application ▪ 20-30% reduction in annual maintenance cost through re-engineering of product costing application
Leading technology products distributor	▪ 45% improvement achieved after code changes ▪ 90 % of the timeouts are reduced after redesigning of End User and ACOP functionality
U.S. based Fortune 10 oil & gas major	▪ 80 % effort from offshore for strategic projects ▪ Global support with project teams distributed across 13 locations ▪ Almost 70% in effort spend for new projects

Our Industry Focus

Our industry experience provides business process centric application management services

Major factors including, global supply chains , environmental & legal compliance, pace of innovation, conflicting objectives of configuration, modularity & customization vs. platform consolidation, complexity of technology adoption, design to cost (DTC) objectives, distributed manufacturing, and rising fuel costs are profoundly changing the global auto industry. These macro and micro scenarios make higher levels of collaboration within the ecosystem very essential. Additionally, warranty issues, recalls and geography-specific risks continue to drive cost pressures on OEMs and suppliers, keeping them on the agenda of CXOs at all times.

We at L&T Infotech believe that IT can enable OEMs and suppliers to address most of these challenges and further transform the industry. Our CoE (Center of Excellence) and continuously evolving solutions, frameworks and accelerators - **Warranty Management & Predictive Analysis, Design to Cost, Product Traceability, Mobility for the Plant Floor & Dealerships, Supply Chain Cost Analytics, etc.** - coupled with our comprehensive IT service capabilities, optimize efficiency, quality, productivity and cost effectiveness. We leverage product and customer intelligence to bring in process refinements to augment lean initiatives.

Industry Point Solutions

Advanced Product Quality Planning (APQP) System, Process and Product Quality	**Warranty Management** Warranty claims process automation, CAPA, feedback and early warning intelligence	**New Product Development (NPD)** Collaboration for NPD initiatives through integration with multi-CAD and ERP systems	**Cost Analytics** DTC strategy through cost planning, management and cost analysis
Quality Defect Mobility Solution Mobility-based solution for quality control	**Advanced Sourcing and Planning** Framework to determine the most appropriate stage for initiating the sourcing of long lead items	**Job Shop Scheduler** RFID-based scheduling operations to improve the 'capability to promise' of an engineering tool room	**Serialization & Traceability** Enables to achieve better and tighter control of the supply chain and thereby reduce warranty & recall costs

Our high level automotive manufacturing Industry reference model

Enterprise Management	Corporate Strategy	Finance	HR & Payroll	Tax, Treasury & Legal	Marketing	Assets	IT	Customs	Customer & Business Partner Relationship	
Product Engineering and Design	Concept & Feasibility Management	Engineering Design	Engineering/Design Change Management	Validation	Product Data Management	PLM				
Procurement	Sourcing Strategy	Quote Management	Purchase Order Management	Supplier Development & Performance	Supply Logistics	APQP & PPAP	Inventory Management	Supplier Relations		
Manufacturing	Advanced Planning	MRP & JIT (Dock /JIS	Material/Part Orders & Schedule Release	Detailed Scheduling	MES	Plant Maintenance	Safety & Quality Management			
Logistics & Warehousing	Inbound Processing (ASN/Receipts)	Packaging	International Shipments	Warehousing	Outbound Processing					
Sales and Service	Demand Forecasting	Sales Order Processing	Sales Operations Planning	Dealer Inventory	Dealer Allocations & Distributions	Warranty & Service Management	Dealer Incentives	Customer Relations	Dealer Relations	
Parts/ After Sales Retail	Parts/Accessories Order Management	Distribution	Warehouse / Depot Management	Parts Inventory	Direct Shipments					
Captive Finance	Purchase/Lease Origination	Contract Management	Treasury & Securitization	Re-marketing	Collections	Customer Relations				

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.

Application Services

Consulting

Key Areas	
▪ Business	▪ Operations
▪ Process	▪ Technology

Our Consulting Services Portfolio		
▪ Business process management	▪ Supply chain management	▪ Change management
▪ Price & revenue management	▪ Information management	▪ ERP consulting
▪ IT strategy & governance	▪ IT Process management	▪ Emerging technology adoption
		▪ Open source advisory

IT Services

Enterprise Integration B2B, B2BaaS, BPM and EAI, Microsoft BizTalk, IBM WebSphere (MQ Series), SAP XI, TIBCO, webMethods, etc.	**ADM/AMS** Proven onsite-offshore delivery model, SLA-based services, 24 X 7 support and maintenance, application development/re-engineering	**ERP and CRM** SAP, Oracle JD Edwards, PeopleSoft, Siebel CRM, etc.	**BI/DW** OBIEE, BOBJ, Teradata, Microsoft (SSIS, SSRS), Cognos, Informatica, Hyperion, DataStage, MicroStrategy
Infrastructure Management 24x7 helpdesk, change management, end user computing, DC operations, network & security operations, application packaging and hosting & Cloud, and knowledge management system	**Testing** Test consulting, specialized testing, core testing, ERP testing, DW/BI testing, performance testing, mobility testing, agile testing, testing-as-a-service	**Mobility** Mobile app development and testing, mobility roadmap consulting and rollout, enterprise mobility solutions, mobility portfolio management	**Big Data** 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 6th 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.Lntinfotech.com)

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