Increased ERP usage for Canadian airline, using Gamification concepts.

Client Profile

Canadian low-cost airline, catering to schedule and charter flights.

Challenge

The client's users were showing less interest & involvement to accept the changes emerged through the IT transformation project. L&T Infotech assisted the client to motivate the users to understand, learn and effectively utilize the full potential of the new IT system.

Solution

Developed Gamification concepts around the following processes:
- Integration of JDE with Badgville Gamification software
- Employee Travel Expense Statement through system
- Approvals of Travel Expense Statement through system

Benefits

- Helped in user engagement
- Enabled problem solving
- Increased usage & performance
- Provided real-time & positive feedback
- Improved customer satisfaction
- Helped track loyalty of customer towards the client's site

About L&T Infotech

Larsen & Toubro Infotech Ltd. (L&T Infotech), a global IT services company, is a 100% 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 is ranked by NASSCOM as the 6th largest software & services exporter from India in 2014. It is differentiated by its three-pronged value proposition, encompassing Business-to-IT Connect, Execution Excellence and Engage the Future.

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