



## Case Study

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**Improving employee productivity  
for one of the most innovative  
technology companies**

## Client

Multi-National Technology Company.

## Challenges

The client had too many collaboration platforms running within the organization.

The task was to understand user challenges to standardize on a collaboration platform and solve the problem of plenty.

## LTIMindtree Solution

LTIMindtree adopted a design thinking led approach to understand the collaboration needs of various teams at client's organization. Multiple user journeys were mapped to understand current experience and design future state.

- Designed and analysed 6 personas.
- Mapped 'day in the life' for multiple profiles across teams.
- Identified pain areas with respect to collaboration.

## Business Benefits Delivered

- Targeted productivity benefits of ~ USD 20Mn.
- Roadmap for overall employee experience enhancement.

## Highlights

- Coverage of ~50k employees.
- 20+ User Journeys mapped.
- 50+ empathy maps created.

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