LTIMindtree

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.