



Let's Solve

# Case Study

Performance Engineering and  
Monitoring in a Complex Environment  
for US-Based Multinational  
Manufacturing Conglomerate



A Larsen & Toubro  
Group Company

## Client

Client is a US-based multinational manufacturing conglomerate. It researches, develops, and manufactures products in numerous areas, including aircraft engines, aerospace systems, HVAC, elevators and escalators, fire and security, building systems, and industrial products, among others.

## Challenges

- Introduction of standardized processes across platforms for performance testing prior to roll-out, and monitoring post roll-out of business critical applications.
- Cost reduction or cost prevention in infrastructure investments.
- Improve customer satisfaction on application performance across client organizations.

## LTI Solutions

- Introduced standard process for performance certification and monitoring, tightly coupled with the client's integral passport process for all application deployments.
- Mandatory infrastructure certification for deployment of ERP, Sales Management System, Service Management System, PLM, NMS, BAAN, JDE and mobile applications.
- Mature performance testing / certification process, coupled with ACE Passport.
- Mandatory system monitoring post certification, to ensure application performance against the established response time (SLA).
- Introduced rotation program, skill matrix, primary and secondary owners, knowledge of technical tools and business applications.

## Business Benefits Delivered

- Significant cost prevention in networks & datacenters, and recurring cost savings of USD 420,000 each year.
- 50-90% throughput improvement by tuning and not purchasing additional infrastructure.
- Complete application and infrastructure monitoring, and elimination of performance issues before production deployment.
- Proactive closure of end-user issues.

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