

How LTI's Business Transformation solution helped a USD 7Bn Material Handling Major reduce run cost by ~35%



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This is the story of a global equipment manufacturer which is focused on delivering reliable customer-driven solutions for construction, infrastructure, quarrying, mining, shipping, transportation, energy, utility and manufacturing industries. Having a foothold in five business segments, namely, Aerial Work Platforms, Construction, Cranes, Material Handling & Port Solutions, and Materials Processing; our client had previously rolled-out a broad footprint of Oracle E-Business Suite (EBS) modules within a single global instance spanning across 4 continents, since initial deployment in 2008.

This global enterprise had a rather comprehensive EBS environment to work with. For instance, its Global Trading Model had already been extensively implemented on EBS. These included modules for their AWP Parts segment across US, UK, and Italy along with Machine Sales and Cranes segments. In fact, it required LTI to implement and maintain 40+ Oracle Application modules, 30+ integrated 3rd party applications, and 3000+ CEMLI objects across a user base of 15900 in 25+ locations globally. Which is why, the enterprise in question required a highly complex EBS installation keeping in mind an existing heavily customized EBS environment with modules spanning across Finance, HR, Supply Chain, Sales, Service, and even Manufacturing. All of it with 6600+ projected yearly incidents and a target of 99%+ SLAs for incident resolution.

LTI partnered with the manufacturing major at the start of 2015 to deliver **EBS Managed Services**. But unlike a run-of-the-mill ITeS vendor, LTI exercised its deep-rooted focus in increasing stability, improving user experience, and implementing automation to drive continuous innovation. **Apart from servicing it through its 4-year EBS rollout, implementation, and upgrade journey; LTI also co-invested in the relationship as a true partner** would, with proprietary tools like Mosaic Discovery & Governance, Chatbot, E-DAT, and Easy Code. **LTI deployed a dedicated 75-member team** to identify the corporation's business pain points and implement the most viable solutions possible, whilst actioning Oracle upgrades, implementation, roll-outs and integrations for ERP, 3rd party application, cloud, and e-commerce.

Our client's existing EBS environment, despite being extensively implemented, had plateaued high run costs. High ticket volumes had rendered its IT team to have reduced ability to run critical projects. In fact, lack of tribal knowledge and poor documentation posed high risks when it came to transition and business disruption. That's where LTI's **NextGen support model** stepped in. **Automation led Mosaic Discovery 'Hot-Spots'** eliminated incidents by **17%**, **reducing the run cost by 35% in year 1** and by **27% in year 2 at a targeted 99%+ SLA**. **LTI's Mosaic Governance tools** for reporting, EasyTrans tool based analysis & knowledge acquisition, and home-grown Transition KCDs resulted in **25% faster transition compared to traditional methods**. Their enterprise was running on a much older version (11.5.10) of Oracle leading to restrictive functionalities, process complexities, and high levels of customization. **LTI's De-Customization drive with LTI CEMLI Analyzer & Functional Analysis** helped curb just that. It enhanced mobility and e-commerce abilities, reduced customizations by a **whopping 28%**, and **dropped TCO down to 4%** offering much lower tech debt.

Now that's how a **Breakaway Enterprise** is made. Do you also want to reduce the cost-of-ownership for your E-Business Suite?

Write to us at info@lntinfotech.com

LTI (NSE: LTI, BSE: 540005) is a global technology consulting and digital solutions Company helping more than 350 clients succeed in a converging world. With operations in 30 countries, we go the extra mile for our clients and accelerate their digital transformation with LTI's Mosaic platform enabling their mobile, social, analytics, IoT and cloud journeys. Founded in 1997 as a subsidiary of Larsen & Toubro Limited, our unique heritage gives us unrivaled real-world expertise to solve the most complex challenges of enterprises across all industries. Each day, our team of more than 28,000 LTIites enable our clients to improve the effectiveness of their business and technology operations, and deliver value to their customers, employees and shareholders. Find more at www.lntinfotech.com or follow us at [@LTI_Global](https://twitter.com/LTI_Global)