Service Desk Support, Self-Service Adoption for a US-Based Manufacturing Major

Client

The client is a US-based worldwide manufacturer of lifting and material handling solutions for a multitude of industries. The enterprise covers major business segments including aerial work platforms, construction, cranes, material handling and port solutions, and delivering life cycle solutions maximizing customer return on investment.

Challenges

- High cost of operations

- Poor support for IT infrastructure

- Decentralized and distributed content repositories

- Non-unified end user computing support across locations

LTIMindtree Solution

- Leveraged persona-based digital workplace services

- Implemented ChatBot and Mosaic-enabling automation and reporting

- Automation initiatives leveraging legacy scripts, as well as in-house orchestrator tools

- Integrated Mosaic resolution suite with existing ITSM tools to provide self-healing capabilities

- Facilitated IT support team with self-service management of support accounts

Business Benefits

- 35% reduction in Capex

- 15% reduction in end user issues in Y1, owing to AI ChatBot

- Enhanced productivity

- Knowledge consolidation to cloud-based centralized repository

- Increasing self-service uptake by 10% in Y1

Technologies Used

Mosaic Automation, ServiceNow, Microsoft PowerShell, Customized scripts, SharePoint online