Case Study

# Consulting and Support for World's Largest US-Based Automobile Manufacturer

# Client

The client is the fastest automobile growing company in the US and one of the largest automobile manufacturers in the world.

# Challenges

A global automotive manufacturer needed support and services for their enterprise asset management system - IBM Maximo. This complex system required guidance from senior consultants, who could support services, project management, and training. With a focus on improving operations and productivity, the goal was to deliver seamless support across the sites throughout North America. To ensure consistent knowledge transfer and best practices across all locations, they needed the right subject matter experts to help execute a coordinated project strategy.

**In addition to the major challenges, the client also required solution for below activities:**

- Server maintenance, change requests reporting customization, configuration changes, and support

- Maintenance of user security groups in Maximo and maintaining users

- Expected consulting approach towards manufacturing division

- Managing assets and scheduling outages to improve availability and reliability in order to make deadlines, meet SLAs, and satisfy customers

- Dynamic infrastructure supports the ability to adapt quickly, increase governance, and reporting

# LTIMindtree Solution

**LTIMindtree proposed an integrated industry-specific approach, which improved asset reliability and supported lean manufacturing. The solution delivered:**

- Maximo interface changes such as application customization and development

- Supporting actuate reports and managing assets including technical advisory, best practices, process improvements, and other areas

- Application configuration and establishing new Maximo environments

- User account management in Maximo

- Integrating Maximo with mobile by developing customized application

- Provided round-the-clock support

# Business Benefits

**LTIMindtree, from its industry experience, instigated O2T approach to deliver following business outcomes:**

Increase system availability by properly planning downtime for migrating changes and making sure the system is always up and running.

Optimize asset performance and manufacturing processes to help improve availability and lower the cost of acquisition, maintenance, and disposal.

Create a custom application to integrate with mobile so that users can update records in Maximo on-the-go.

Create new Maximo environments to be used by different site users so that they need not wait for others to perform testing/training.

17-19% reduction in recurring user incidents with 24*7 support and resolving all issues within defined SLA, re-engineered the end-to-end asset life cycle business flow.