

88% Improvement in Response Times for Desktop Support

A leading American material handling major required desktop engineering support for it's complete end user base and LTI took over the operations from it's in house team to deliver tangible results and superior support in record time.

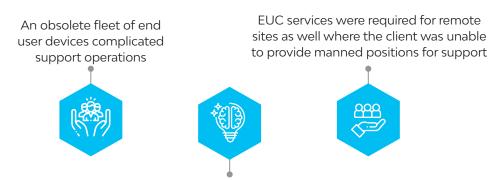


🔑 Client

A leading American manufacturing major with over 10,000 employees and businesses spread across more than 30 countries.



Business Challenges



Outdated CMDB with heavy reliance on tribal knowledge meant that there was very little standardization in ticket handling

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Solution Highlights

- Centralization and Standardization of support operations across the organization with the ability to offer remote support for users across sites
- Extreme Automation to reduce repetitive support tasks, reporting and SOX compliance
- Process improvement and deployment of KM tools with lifecycle management and usage analysis

⇒ Business Benefits

55% 85% 78%

Reduction in incident and First contact resolution rate In service request backlog to

resolution rate Improvement in mean time to resolution

88% 12%

Improvement in mean time shift-left gain by automating to respond 2957 service tickets

LTI (NSE: LTI, BSE: 540005) is a global technology consulting and digital solutions Company helping more than 420 clients succeed in a converging world. With operations in 32 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 30,000 LTItes 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