

Case Study

**Modernizing Global  
Manufacturing Application Leads  
to Higher Productivity, Savings  
for Global Manufacturer**



## Client

The client is a global leader in the manufacturing and distribution of heating, ventilating, and air conditioning (HVAC) systems.



## Our Experience

LTIMindtree brought its expertise in application management services for manufacturing operations, technology, and domain experience to deliver digital transformation and multi-language 24\*7 global support.



## Business Challenges

- ✓ Disconnected and scattered multiple application support team resulting in lack of uniformity of solution across plants and coordination issues.
- ✓ Lack of robust incident tracking system leading to delayed responses and zero visibility into SLA compliance.
- ✓ Old legacy and isolated systems impeding operational efficiency and throughput.
- ✓ Absence of unit and regression testing framework in development cycle leading to longer release process.
- ✓ Lack of uniform solution platform for MES activities across plants resulting in overrun of maintenance cost.



## Solution Highlights

- ✓ Implemented incident management tools for tracking and prioritization.
- ✓ Built in-house incident analytics tool for root cause analysis and to fix solution guidelines.
- ✓ Expert transition leads and domain consultants enabled smooth transition and achieved application steady state in a shorter span. Built application knowledge repository framework.
- ✓ 24\*7 multi-language support team cross-trained on multiple applications to avoid a bottleneck in any ticket resolution and enhancement activity.
- ✓ Implemented multiple enhancement and change requests as a part of application modernization and automation of manual processes.
- ✓ Engaged with the client for application rationalization across the portfolio.

## **Business Benefits**

Incident analytics tools resulted in quicker root cause analysis and improved MTTR with no SLA breach.

**10%**  
improved productivity in pack out process automation, USD 2000/line savings with brand labeling automation.

System Modernization: Model-level loading increased productivity by 10%; asset optimization enabled across each area; human errors were eliminated in final assembly.

Multifold increment in incident tracking across multiple plant locations.

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