

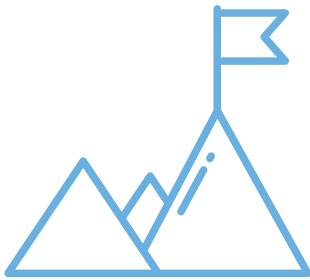


## Case Study

# USD One Million Annual Savings Delivered Through CoE-Led Salesforce Solution for HVAC Systems Manufacturer

## Client

The client is a manufacturer and distributor of heating, ventilating, and air conditioning (HVAC) systems. The company ran consolidated operations under a unified Center of Excellence (CoE) that manages 22 Salesforce organizations and 4,500+ users across US, Europe, and Australia.



## Challenges:

- Lack of a unified governance structure that would manage enhancement requests across all Salesforce instances
- Need for a centralized and robust process to manage enhancement requests on multiple Salesforce apps
- High operational expenses due to administrative overheads across the Salesforce landscape

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## LTIMindtree Solution:



Leveraged design and architecture expertise to improve key project throughput across three business lines and optimize support efforts to provide value-added services.

Improved license cost management through automated solution for user termination.

Enabled continuous improvement initiatives to reduce technical debt by 60 percent, ensuring improved system performance and enforcing best practices.

## Business Benefits:



**LTIMindtree** is a global technology consulting and digital solutions company that enables enterprises across industries to reimagine business models, accelerate innovation, and maximize growth by harnessing digital technologies. As a digital transformation partner to more than 700 clients, LTIMindtree brings extensive domain and technology expertise to help drive superior competitive differentiation, customer experiences, and business outcomes in a converging world. Powered by 84,000+ talented and entrepreneurial professionals across more than 30 countries, LTIMindtree – a Larsen & Toubro Group company – combines the industry-acclaimed strengths of erstwhile Larsen and Toubro Infotech and Mindtree in solving the most complex business challenges and delivering transformation at scale. For more information, please visit <https://www.ltimindtree.com/>