

CASE STUDY

**Service Management
Strategy Consulting
for Leading US-Based
Fortune 100 Company**

Client

Our client is a leading US-based, publicly-traded, multinational conglomerate that largely operates in four areas of business: Aerospace, Building Technologies, Performance Materials and Technologies (PMT), and Safety and Productivity Solutions (SPS).



Business Challenges



Lack of visibility into opportunity cost



No structured approach for Knowledge Management (KM)



Siloed approach to tools selection and deployment



Operational strategy-driven disintegrated tools adoption with ad-hoc procurement



Business service unavailability leading to high opportunity cost



Siloed governance and poor Customer Satisfaction Customer Satisfaction Score (CSAT)



~50+ monitoring tools deployed with overlapping functionalities to monitor over **40,000** Continuous Integration (CI)

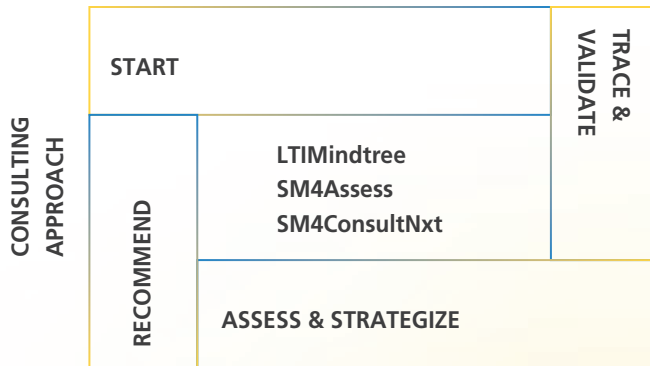


Inadequate monitoring coverage (business critical sites/systems not monitored)



Reactive IT culture, operational inefficiencies and higher cycle time

LTIMindtree Solution



Four-phase approach that delivered the following:

Opportunity cost framework	<ul style="list-style-type: none"> ● Framework and tool to provide visibility of opportunity cost
KM framework	<ul style="list-style-type: none"> ● KM framework to improve knowledge capture and consumption efficacy
Enterprise monitoring strategy	<ul style="list-style-type: none"> ● Design enterprise monitoring strategy with clear functionality mapping of tools underpinning cloud-first IT strategy ● Enterprise monitoring - team restructuring with consolidation of monitoring services - people, process, and technology
Tactical and strategic roadmap	<ul style="list-style-type: none"> ● Defined strategic and tactical tools roadmap and tools legislation ● IT Service Management (ITSM) process improvements and service management organization restructuring ● Model and persona-driven change management
Hard and soft dollar savings	<ul style="list-style-type: none"> ● Centralized procurements driving lower procurement costs (volume discounts) ● Hard dollar savings by retiring tools with overlapping functionalities; soft dollar savings due to reduced operational costs

Business Benefits



Simplified Structure

A simplified service management organization structure and tools' estate (unified platform approach) via a strategic tools roadmap



Improved MTTR

Practice control and guidelines, MI automation and organization restructuring, resulting in P1 MTTR improvement by **~80%**



Reduced Cycle Time

Compliance and adherence, automation, KM framework, and change models resulting in cycle time reduction by **>50%**



Cost Savings and Visibility

- Visibility into opportunity cost, hard dollar savings by tools consolidation, retirement and centralized procurement
- Lower opportunity cost via improved Mean Time to Recovery (MTTR), process automation, and proactive behavior



Operational Efficiencies

- Operational improvement by tool integrations and consolidation of teams
- Effective knowledge management framework

LTIMindtree Service Offerings Used

SM4ConsultNxt

SM4Assess

Digital ITSM4

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