

Case Study

Insurance Brokerage Firm Stabilizes its Operations with a 20% Reduction in Issues

Client

Our client, a global leader in insurance broking and risk management, teams up with its clients to define, design, and deliver innovative industry-specific solutions.



Challenges



The client required implementation of Oracle E-Business Suite (EBS) and Oracle Revenue Management and Billing (RM&B) followed by a rollout to operations across **40+ countries** and finally, support for these applications.



The support was to be a combination of business hours support for respective regions and on-call round-the-clock support for critical issues.



The support coverage included functional, technical, and database administration (DBA) areas.



LTIMindtree Solution

- LTIMindtree provided applications and DB support covering Oracle EBS, Oracle Enterprise Performance Management (EPM), Oracle Financials Accounting Hub (FAH), and Oracle RMB.

- We provided enhancements, upgrade, implementation, platform migration, and new deployment services for the supported applications.

- Chatbot automation for iExpenses ticket reduction using the Financial Automation Support Tool (FAST).

- Integration between T&E mobile app and iExpenses.



Business Benefits



Almost **2/3rd reduction** in duration for application and database refreshes by an automated refresh process.



20% reduction in iExpenses tickets per month using FAST.



Reduced the support tickets generated by initiating preventive action on the most repetitive issue identified using structured three-level issue categorization.

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 nearly 90,000 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 www.ltimindtree.com.