

Case Study

**Regularity Authority
Improves E-governance
with LTIMindtree Integrated
CRM Solution**

Client

The client is a statutory body, and a national-level council for technical education, under the Department of Higher Education, Ministry of Education.



Challenges



Loads of queries were received from thousands of institutes daily, thereby consuming client helpdesk bandwidth.



There were training gaps in terms of up-to-date technical knowledge or technical tools, while experts in other institutes were working or researching in siloes.



Lack of proper assessment of the technical knowledge, creativity, and cognitive skills of Undergraduate and Postgraduate students to help transform technical education by empowering young minds.



LTIMindtree Solution

- Implementation of Digital assistant

- Developed a Training and Learning Academy Portal for online and offline training by experts

- Setting up Idea Lab applications at key institutes to be used for student experiments

- Developed a Student Learning Assessment application

- Integrated with the National database of PAN numbers to uniquely identify faculties

- Development of Fellowship and Scholarship distribution application for Doctoral students

Business Benefits



30,000 conversations were processed per month through the Digital Assistant for faster query resolutions and accelerating application processing.



Six to Seven Lac faculties benefited from the training programs.



Over **50,000** students benefitted through the Learning assessment application.

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