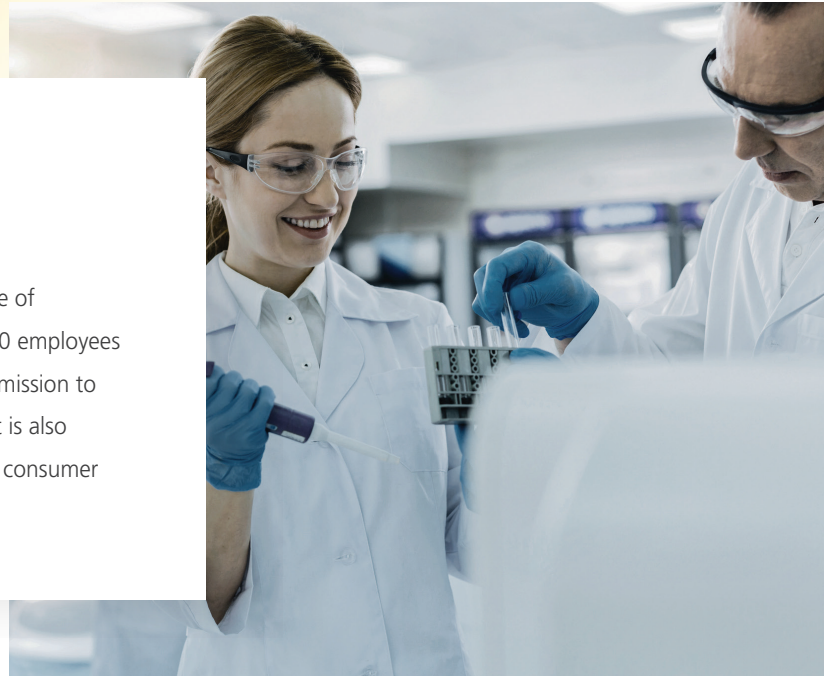


CASE STUDY

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**Enhanced Operational  
Efficiency for a Leading  
Global Pharmaceutical  
& CPG Manufacturer**



## Client

Founded in 1886, our client offers the world's broadest range of healthcare and personal hygiene products. With over 125,000 employees in 60 countries, the multinational corporation is united in its mission to help people everywhere live longer, healthier, happier lives. It is also focused in developing medical devices, pharmaceuticals, and consumer packaged goods.

## Challenges



The client had multiple JDE instances on various JDE versions, right from XE to 9.2.



There was an extensive use of SQL to correct errors as no front-end error rectification policy was in place.



Loss of time to fix issues due to monotony, lack of coordination and repetitive transactions led to the end-users losing the focus and making errors.



There was no standard process for operations and very limited documentation leading to manual-intensive support activities, which reduced operational visibility of end-to-end process with multiple third-party interfaces for various transactions and reporting.



Most of these interfaces were critical for business and any error or downtime, resulted in a loss of revenue. However, they were outdated and couldn't scale beyond a point since they were managed in silos by respective vendors for their systems.

# LTIMindtree Solution

- LTIMindtree developed a single console to view the entire integration chain of systems and highlight the system or tool where the loss of data or information had occurred.
- The solution checked the number of transactions for a particular interface from the source system and tracked the same through the various systems. Any loss of data would be highlighted on the Integration Command Center console.
- To increase operational efficiency and eliminate incidents, LTIMindtree decided to take the automation route, along with offering a comprehensive service improvement plan.
- LTIMindtree implemented the proprietary JDE Chatbot, leveraging Known Error Database (KEDB) and RPA solution to eliminate incidents and to manage seamless auditing, respectively.
- The touchless ERP, which leveraged RPA technology, is a solution that enables various new-age connected devices. It embedded machines, digital analytics, and bots/conversational applications and ensured that they were able to receive, ingest, process data, and provide an output without human intervention.
- LTIMindtree also developed batch applications to eliminate SQL runs on databases (58% reduction in SQL) and introduced automation at different levels of database monitoring, queue monitoring, Sarbanes-Oxley Act (SOX) reporting, package deployment, user support, etc.

# Business Benefits



Proactive, predictive, and end-to-end monitoring of critical interfaces



Improved knowledge repository with bots for user enablement



Overall ticket reduction by **10%** in 6 months



Error-free operations and faster process cycle time



Average SLA improvement by **10%**



Mean Time To Recovery (MTTR) reduction by **24%**



Improved decision-making and collaboration



**100%** backlog clearance

**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](http://www.ltimindtree.com).