

Case Study

IT Ops Transformation for Global Leader in Beauty Products

Client

The client is French personal care company headquartered in Paris. It is the world's largest cosmetics company specialized in hair colour, skin care, and the other beauty products.



Challenges

The Engagement Scale spanned across 59 countries, 16,000+ users, 9 Languages, 17 SAP platforms, and 24 service catalogs. The client wanted to:



Accelerate transformation by strengthening process industrialization and automation.



Improve service quality and reduce risks.



Secure competency management.



Cost control.



LTIMindtree Solution

With a process mining tool, LTIMindtree designed an operating model based on following dimensions:

Transition

- Flexible transition plan factoring zone-specific complexity. Accelerated Transition leveraging LTIMindtree
 - Mosaic Profiler tool.
-

Industrialized Approach

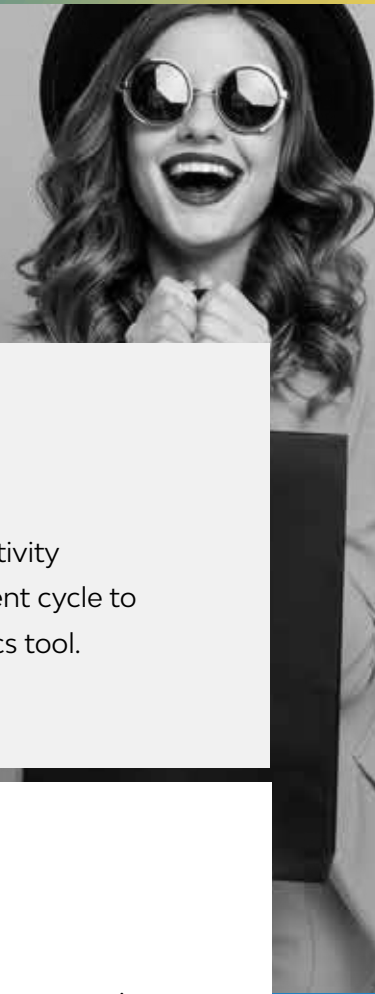
- Industrialized Service line-based Delivery Model with Distinct KPIs.
 - Multilingual Operation Command Centre with bilingual workforce supporting 9 languages.
 - Progressive transformation model to deliver Locally, Manage Zonally, Control Globally.
-

Pragmatic Automation & Innovation

- LTIMindtree Mosaic automation platform to eliminate manual work and decrease time-to-market.
 - Delivering continuous excellence with Business-led Innovations.
-

Customer Centricity

- Persona-based support and cultural alignment.
- Comprehensive change management plan right from transition stage.



Business Benefits

We are delivering Amplified Outcomes with “Operate to Transform” model:



Do Less: 13% reduction in work volume with pragmatic automation. **30%** incidents resolved at first contact.



Do More: 15% user productivity improvement in procurement cycle to process insight and statistics tool.



Do Fast: 20% reduction in MTTR. **80%** reduction in User Provisioning.



Do Better: 26% MTBF improvement in Warehouse Management Process.

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 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 www.ltimindtree.com.

LTIMindtree Limited is a subsidiary of Larsen & Toubro Limited