

## Case Study

# IT Ops Transformation for a Global Leader in Beauty Products

# Client

The client is a French personal care company headquartered in Paris. It is the world's largest cosmetics company specialized in hair color, 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.

A collection of various cosmetic products including eyeshadow palettes, mascara, and a compact powder, arranged on a light grey surface.

# 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.
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## 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, and Control Globally.
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## Pragmatic Automation & Innovation

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

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