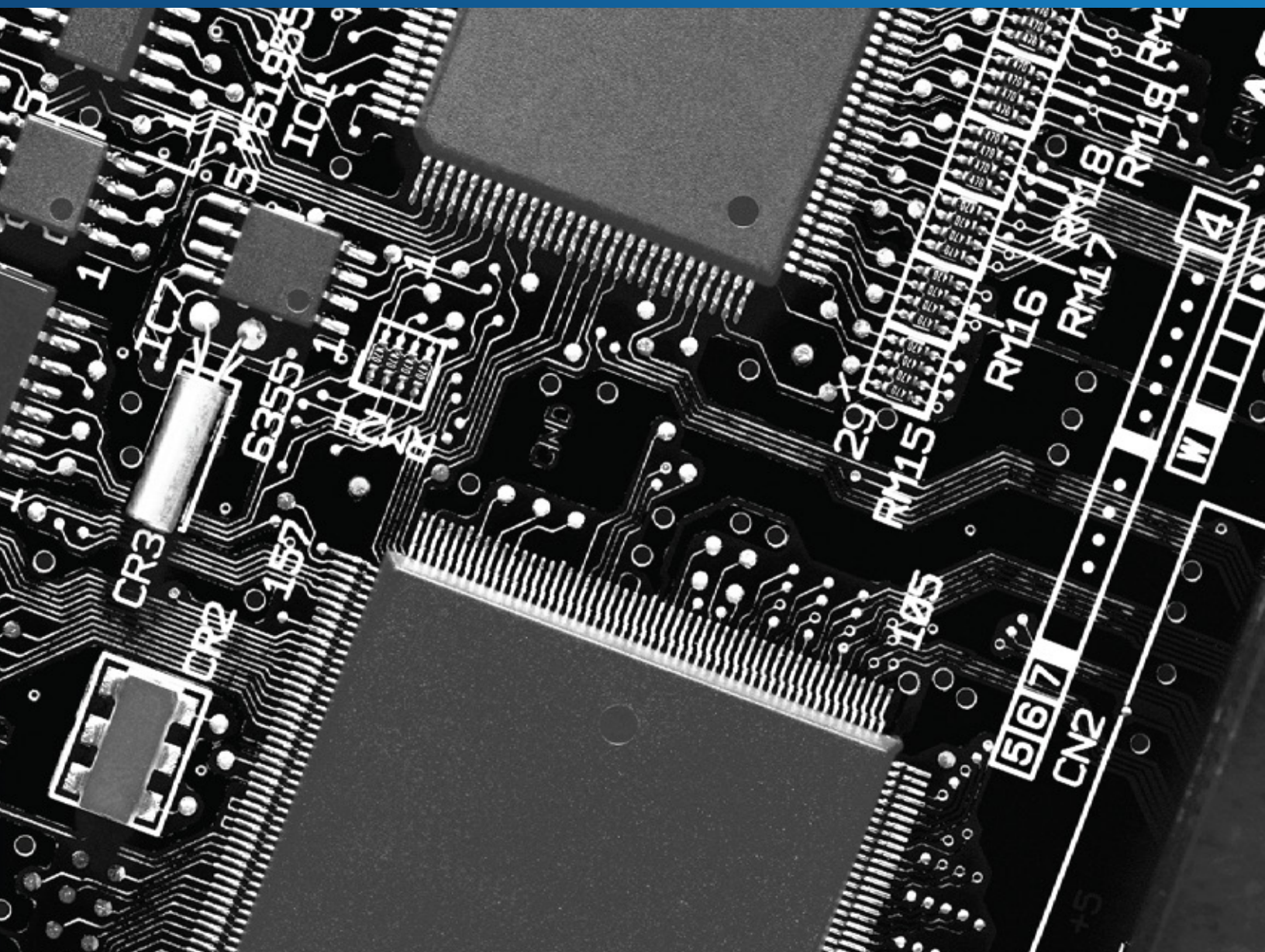


Case Study

Amplifying Business Value through SAP Operations for a Major Global Semiconductor Manufacturer



Client

The client is a world leader in semiconductor manufacturing, and offers a wide range of semiconductor solutions, microcontrollers, LED drivers, sensors, and Automotive & Power Management ICs.

What we Solved for

The engagement scale spanned across **14000** users, **4** SAP instances, **10** manufacturing plants, and **15000** tickets per year. The client wanted to

Improve process/ Performance efficiencies.

Drive cost reduction.

Enhance user experience with consistent service delivery.

Standardized Information Technology Service Management (ITSM) processes across all entities.

01 Do Less

Elimination of manual, repetitive work

- ▶ Operation Command Centre.
- ▶ Business Process Mining Suite.
- ▶ Diagnostic Resolution and Self-help.

02 Do Fast

Dramatic decrease in time to market

- ▶ Guided Resolution.
- ▶ Automation led incidents resolution.
- ▶ Intelligent Monitoring.

Our Solution

We did a deep analysis of the client's landscape leveraging LTIMindtree process mining tools and prepared a solution blueprint following 4 levers to deliver amplified outcomes leveraging out the Operate to Transform Model:

03 Do More

Improved productivity & business value

- ▶ Persona-driven support for productivity improvement.
- ▶ Key/Superuser enablement.

04 Do Better

Problem management & forward engineering

- ▶ Structured process to deliver business KPI improvement.
- ▶ Proactive problem management.

Key highlights of our operating Model



Activity-based Service Delivery model aligned to Information Technology Infrastructure Library (ITIL) best practices.



Factory Model, Activity-based & Agile development, Catalog based Pricing.



Proactive Problem Management and Industrialized Demand Management.



Progressive Transformation to DevOps in process.

Value Delivered

We delivered Amplified Outcomes with the “Operate to Transform” Model

Do Less

40%
Reduction in incidents.

Do More

97%
Customer satisfaction, **87** Process improvement suggestions implemented.

Do Fast

35%
Reduction in Mean time to resolve (MTTR).

Do Better

48%
Cost optimization, **15%** Improvement in intercompany shipment.

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