

Improving Time-To-Market for Customer-Facing Applications in the Area of Fleet Services and CRM



The client is a leading manufacturer of tires and automotive vehicle parts



- The client is embarking on a future journey to evolve as an integrated solutions provider for the fleet landscape
- Different applications/systems of their fleet services lead to extra efforts for maintenance of information and service execution
- Need for a partner to collaborate on the development across their systems, and support the maintenance of the applications by bringing in innovation, cost-efficiency, and the ability to scale-up towards changing demands



LTIMindtree Solution

- LTIMindtree partnered with the client across POD-based development teams to bring in feature-based delivery in Agile set-up
- Consulting collaboration channels were established to nurture business features for development
- Operational processes were set-up to adhere to SLAs
- Enhancement of the reporting process to improve user experience
- Effective maintenance of the CRM systems, web, and mobile applications for an integrated seamless application lifecycle



Business Benefits

- Faster time-to-market: Agile processes enabled faster delivery
- Enhanced reporting process provided better user experience and improved insights
- Better application support: Increased the application availability and SLA adherence to 100%



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