LTIMindtree

CASE STUDY

Amplifying Business Value through SAP Operations for a Major German 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
- Enhance user experience with consistent service delivery
- Drive cost reduction
- 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:**

04 Do Better

Problem management & forward engineering

- Structured process to deliver business KPI improvement
- Proactive Problem management

03 Do More

Improved productivity & business value

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

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 Fast

35%

reduction in Mean time

to resolve (MTTR)

Do More

97%

Customer Satisfaction, 87 Process

Improvement Suggestions

implemented,

Do Better

48%

cost optimization,

15% imporvement in

intercompany shipment