

Case Study

# Significant Cost Savings, Converged Operations for Global Manufacturer of Lifting & Material Processing Products & Services



# Client

The client is a global manufacturer of lifting and material processing products and services, delivering lifecycle solutions that maximize customer return on investments.



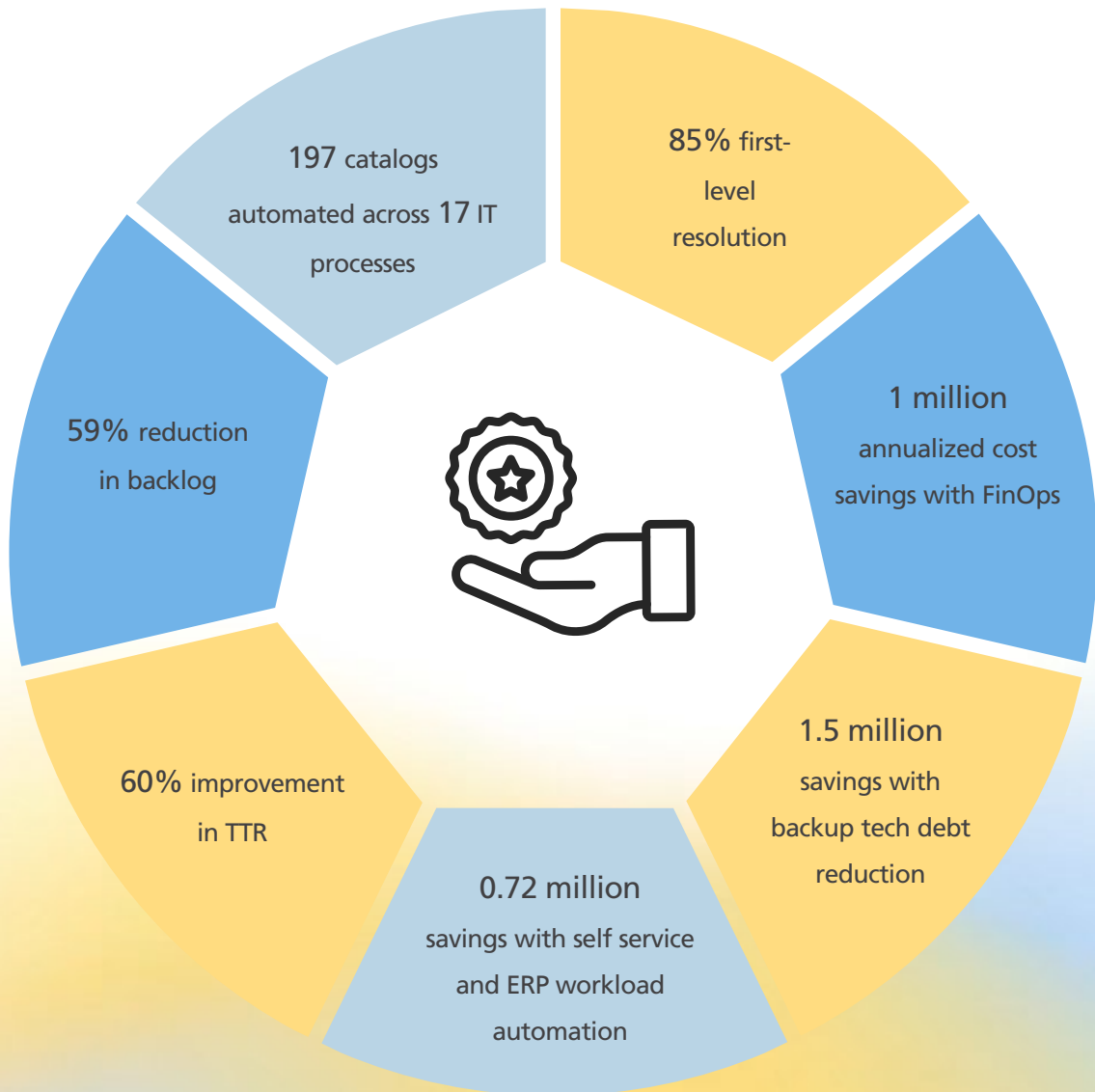
## Client ask

- One-IT across the enterprise
- Automate keys area across infra operations
- Self-help and self-heal for issue resolution
- Knowledge-driven resolution
- 'Single source of truth' for IT

# LTIMintree Solution

- **Converged Ops across Apps, Infra, and EUC:**
  - Enterprise Command Center
  - Nextgen Service desk with Bots and Self-Service
  - Cross- trained 1.5 Team
  - Intelligence with Mosaic AIOps
  
- **Automated Operations:**
  - Automation First with LTIMindtree Bot Library integrated with ServiceNow
  - Mosaic AIOps to drive intelligence and Self-Heal on AWS and On-Premise
  
- **ServiceNow as IT Storefront:**
  - Single Source of Truth
  - Integration with bots and DevOps
  - Implementation of Bots, Self-Service, KM Portal, and One-Click Survey for Feedback
  
- **Personalization:**
  - Design of key business personas to provide differential service
  - Global baseline processes with regional adaption for better acceptance
  - Multi-Lingual Support & Knowledge Management in Service-now

# Business Benefits



## About LTIMindtree

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 82,000+ 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 <https://www.ltimindtree.com/>.