

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 key area across infra operations
- Self-help and self-heal for issue resolution
- Knowledge-driven resolution
- 'Single source of truth' for IT

LTIMintree Solution

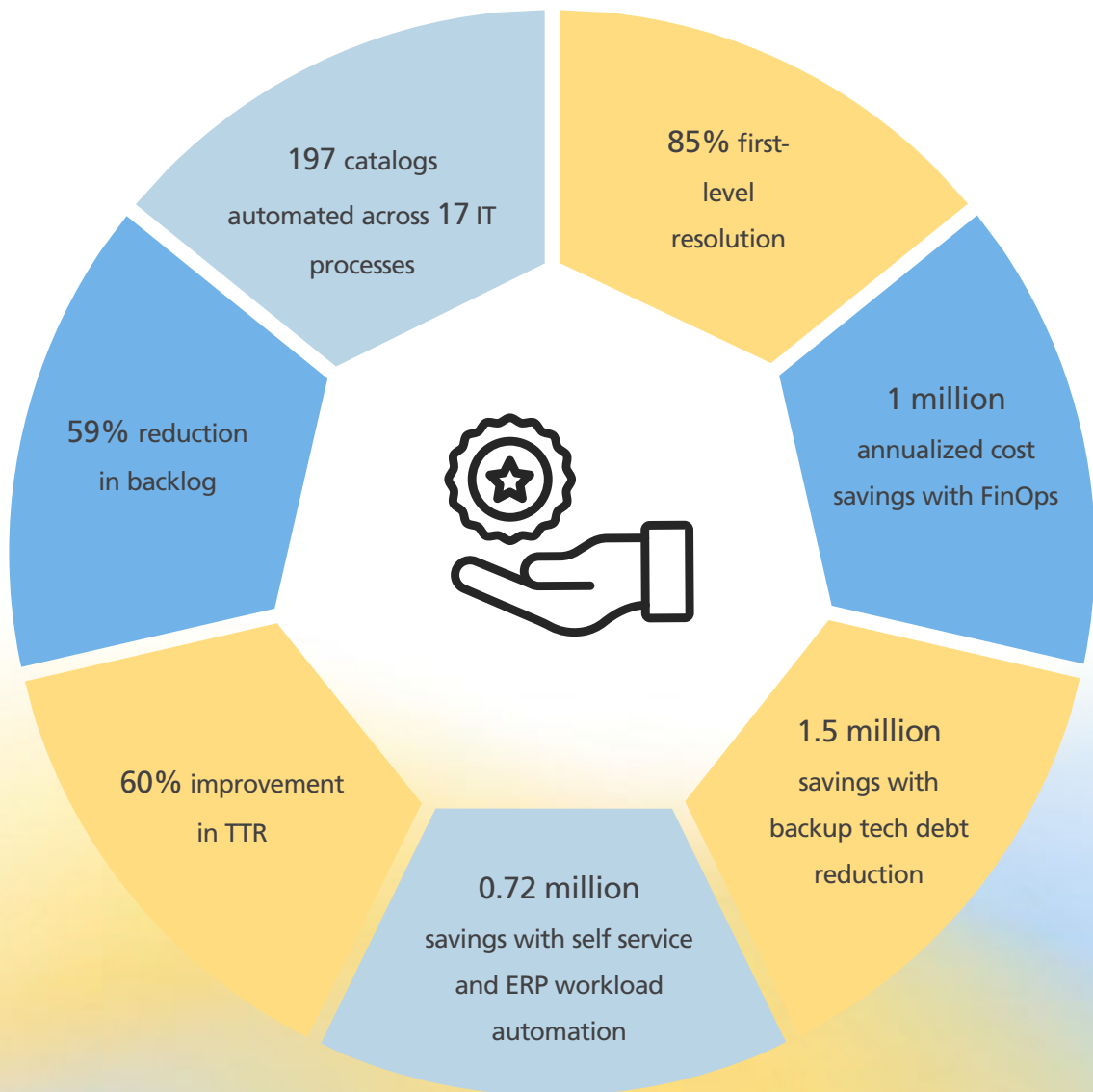
- **Converged Ops across Apps, Infra, and EUC:**
 - Enterprise Command Center
 - Nextgen Service desk with Bots and Self-Service
 - Cross- trained 1.5 Team
 - Intelligence with Mosaic AIOps

- **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 81,000+ 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/>.