Case Study

24x7 Support, Maintenance & Release Management to Stabilize Sales Processes for World Leader in Building Materials
Client

The client is the world leader in building materials. Truly global, the company’s business comprises three key divisions—Cement, Aggregates & Concrete, and Gypsum.

Challenges

1. No Standardized Release management across MEA and Europe causing adhoc production releases
2. Inadequate Problem management for recurring issues
3. Continuous improvement initiatives required through the phased releases during initial stages of support
4. High customization in offer/contract management leading to Technical Debt
LTIMindtree Solution

- **User Adoption Monitoring** –
  Monitoring of user logins in the previous month to assist and help users with adoption challenges

- **Known Error database** –
  Review quality check for monthly samples for 20 tickets per project

- **Triage** –
  Active monitoring of all the incoming tickets

- **Proactive Service Target Monitoring** –
  Automated notifications on various service target milestones notifying SLA due

- **Predictive data consumption projection after every go-live handover to support**

Business Benefits

1. **Average quality review audit score** – 92% from 85%
2. **Average resolution time for P2 and P3** reduced by 2
3. **Improved user adoption for MEA** from 30% to 80%

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