

Case Study

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

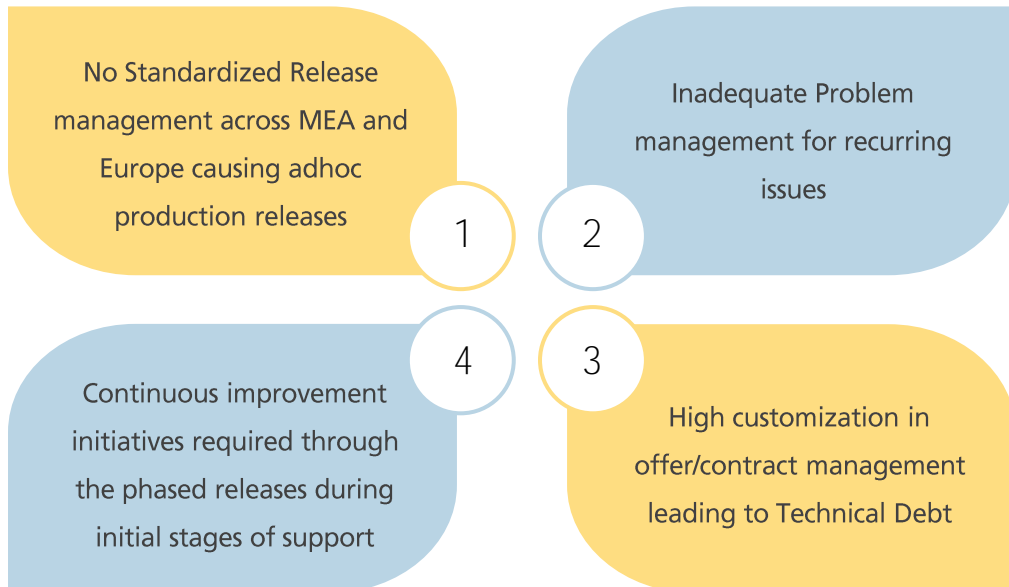


Client

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



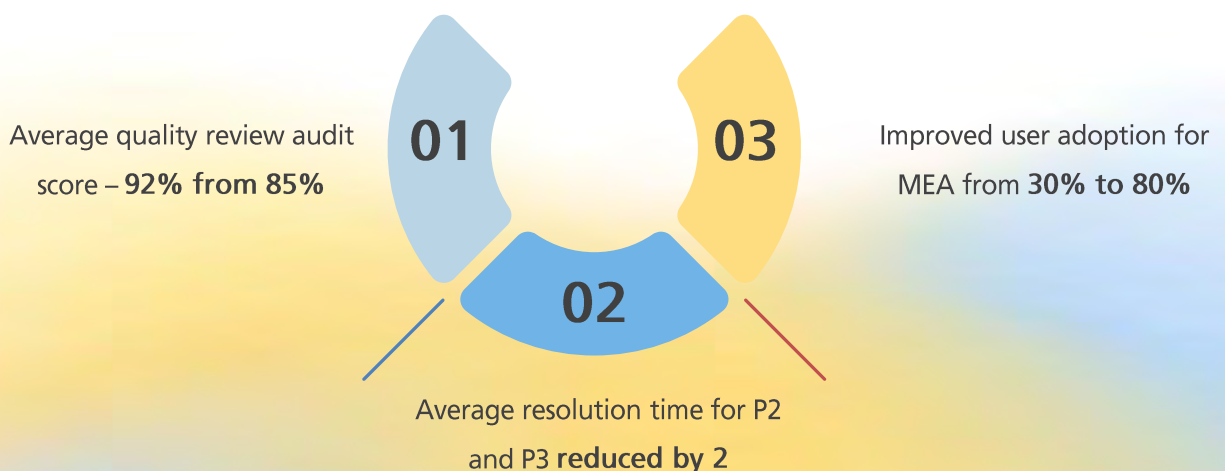
Challenges



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



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 nearly 90,000 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 www.ltimindtree.com.