

Case Study

IT Service Transformation for US-based Captive Auto Finance Company



Client

The client is the North American subsidiary of a global manufacturing conglomerate producing world-class automobiles, motorcycles, and power equipment.



Challenges

- Slow system performance in specific application functional areas.
- Complex application support portfolio with multiple applications
- Application support dependency on individual contractors.
- Manual approach to specific tasks for business users.
- Low system monitoring in place.
- Limited functional knowledge base of PeopleSoft finance application with the client.
- Absence of requisite SOPs (Standard Operating Procedures) for support.

LTIMindtree Solution

LTIMindtree applied **Operate to Transform (O2T)** framework using automation and adding value to improve operational efficiency. Business transformation was achieved through -

- Solving for end users by automating basic repetitive task
- Re-alignment of application support from Individual dependency to a team-centric approach
- Application performance improvement

This approach helped in saving **3800+** IT and Business hours in the last 3 years, via Automation, value additions, and process improvement.

Business Benefits

- **17%** YoY incident reduction with effective problem management and automation in just one year
- **24%** cumulative incident reduction over the last 3 years.
- **5** New modules Implemented to automate and digitize manual paper-based procure-to-pay process with PeopleSoft Procurement modules.
- **106** Incidents were reduced, and **2,300 hours** (about 3 months) were saved annually through IT process automation.
- **29%** YoY and 58% cumulative MTTR (Mean Time to Resolve) reduction over the last **3 years** with the introduction of KEDB (Known Error Database) and SOP documents.
- **90%** Customer satisfaction index for a total of **142+** enhancements, and Permanent countermeasures.
- Steady Improvement in application performance and stability.

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/>.