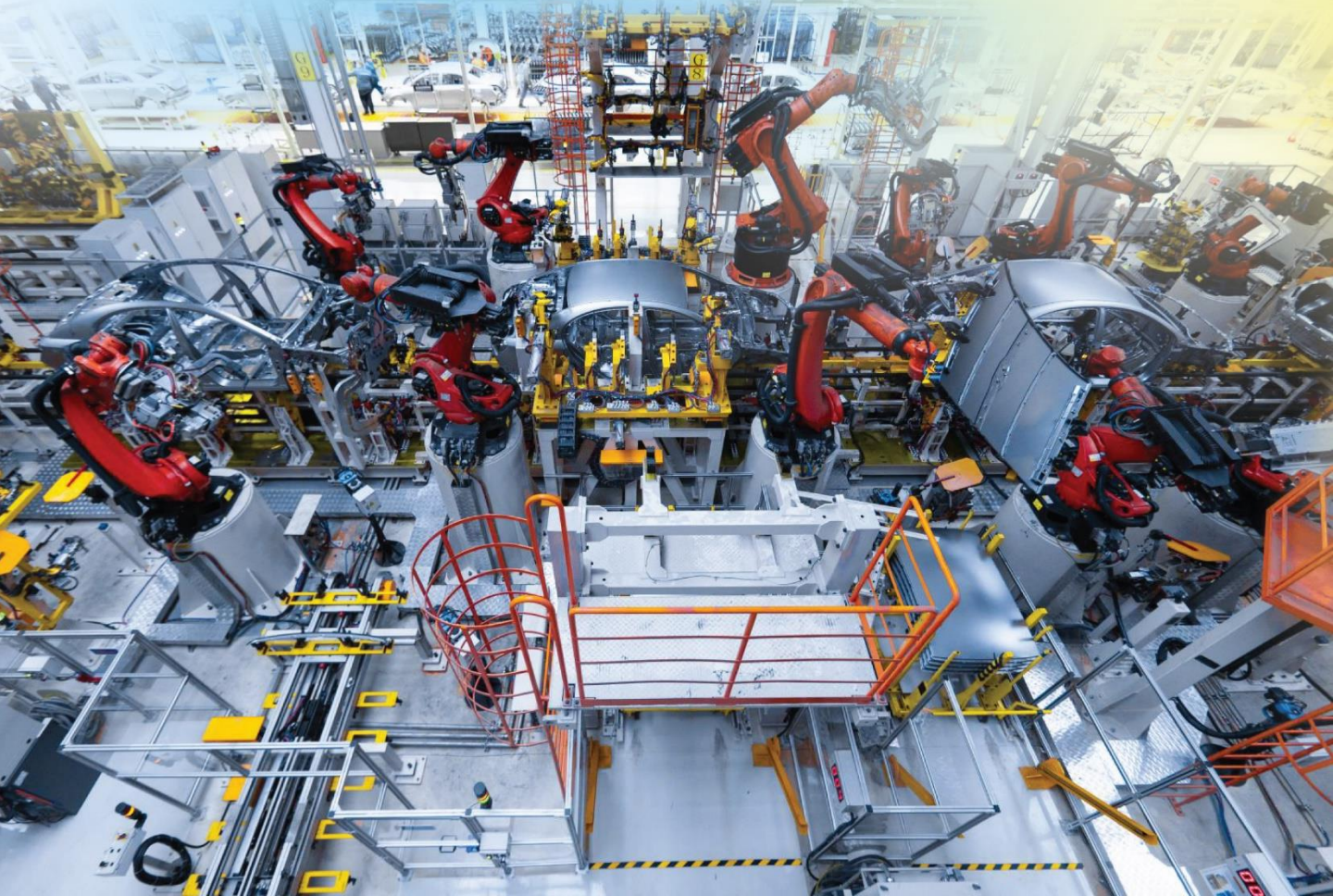


Case Study

Using Intelligent Automation to Enhance Customer Experience for a Swedish Automotive Giant



Client

The client is a major Sweden-based global automotive manufacturer focusing on heavy commercial vehicles, powertrain systems for heavy vehicles, and marine, and general industrial applications. They specialize in producing large lorries, trucks, buses, and advanced diesel engines.



Challenges

The client's various business and assembly lines required streamlining and improvement of the following:

- Overall enhanced customer experience
- Improved efficiencies and performance
- Reduced turn-around-time

LTIMindtree Solution

LTIMindtree provided the manufacturer with the following solution:

- We proposed and helped to implement a Robotic Process Automation (RPA) workflow solution to automate operations and eliminate human errors fully.
- Automated over 100 processes across various lines of business, and the RPA solution provided daily timely status updates while actively responding to issues and queries.
- Provided root-cause analysis for failures and maintained bot schedules as well.
- Held scale business operations efficiently through several routine activities handled by the RPA solution.

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.