

Case Study

ITSM Transformation and Modernization Journey for a Major US-Based Automaker

Client

The client is one of the world's largest manufacturers of automobiles and internal combustion engines. It produces more than 14 million internal combustion engines each year.



Challenges

Due to a lack of standardization and extensive historical customizations, the client was experiencing several operational issues with its IT Service Management (ITSM) operations.

Uncontrolled IT services and a breakdown in governance led to problems with SLA-vendor mapping and low accountability.

ITSM reporting and analytics were not automated, leading to broken KPIs and poor operational visibility. The client faced further difficulties due to the consolidation of ServiceNow instances, which increased levels of customization, created process breakdowns, duplicated data, and necessitated complex updates.



LTIMindtree Solution

The conglomerate collaborated with LTIMindtree to adopt ServiceNow HR Service Delivery (HRSD), a cutting-edge onboarding architecture, to tackle the ongoing issues.



Standardized and prioritized the processes while outlining the critical components.



Identified duplicate modifications & knowledge article improvement areas to effectively build workflows, process papers and training materials following ITIL 4 best practices.



Conducted workshops and informational sessions to promote best practices and Out of the Box (OOTB) features.

Business Benefits



90% increase in process maturity



90% reduction in technical debt



25% increase in productivity and operational efficiency



Retained **200** of the original 750 catalog items



Restructured **80%** of the existing process

Let's get to the future, faster. Together.



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 more than 85,000 talented and entrepreneurial professionals across 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.