

Case Study

Turbocharging Employee Productivity with Unified Experiences for M&E Major

Client

The client is a leading American Media and Entertainment conglomerate renowned for movies, cable television, direct-to-consumer streaming, theme parks, etc. They are the leaders in Fortune 500's entertainment list.



Challenges

The client's employees used multiple WordPress portals and 15+ platforms to access HR and IT tools. This fragmented and non-personalized experience caused employee dissatisfaction impacting their productivity.

The lack of coherence in business processes created a siloed environment that could not scale with evolving business needs.

Additionally, multiple portals with varying user interfaces posed a significant challenge for content administrators as they had to repeatedly publish the same content across several sites causing effort duplication.



LTIMindtree Solution

Our certified ServiceNow Consultants leveraged U-First design thinking methodology and proprietary enterprise experience fabric PRISM to implement the following solutions:



Unified employee portal served as the single-entry point to cater to all employee needs.



Segment-centric content ensured a simplified and personalized experience.



Feature-rich admin console boosted content admin productivity.



Best-practice-aligned solution ensured easier administration, cost-effectiveness, and scalability to meet business needs.



Advanced search capabilities provided precise and personalized results.



Targeted communications enabled the employee to stay informed of crucial enterprise communications.

Business Benefits



Provided personalized and segment-intelligent experience to **250K+** users.



One-stop shop for all HR and IT resources, enhancing the self-service experience.



20% MTR reduction by consolidating 15+ platforms.



Increased employee engagement with **1 million+** page views within 30 days of go-live.



25% faster content management through the dynamic admin console.



\$800K+ saving on YoY in OPEX cost.

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



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