

Case Study

Accelerating Servicing for a Manufacturing Giant with a vast portfolio of over 2 Mn Elevators & Escalators Globally



Client

An American company that develops, manufactures, and markets more than two million elevators, escalators, moving walkways, and related equipment with innovative solutions to the highest standards with over **USD 12.7 billion** in revenue.

Challenges

With more than **70%** of the customer workforce being field professionals, struggled with legacy mobile applications that acted as a bottleneck for standardizing product definition. This coupled with complex product configuration resulted in suboptimal quoting. Different legacy systems across geographies posed challenges for standardization and single customer view.

Lack of good field service capability in regions resulting in poor user experience. Complex requirements, frequent technology advancements, and localization lead to the need for a factory development model.



LTIMindtree Solution

LTIMindtree did the catalyst workshop to understand the business requirements and challenges of a legacy mobile application. We implemented a customer engagement module for customer service call centers and field agents. Field service mobility was proposed with new architecture and functionalities that are scalable and can be used as a template for new country rollouts. Along with a 360-degree view of data, routing and optimization engines in the application were provided for capacity-based auto allocation of assignments for customer service agents and field service teams.

LTIMindtree has helped in customers' ESG Initiatives by implementing environment and safety parameters checklist to assess the safety of the working site to ensure zeroing down on near-misses and Accidents and Implemented Intelligent traffic routes using Google/Bing maps during onsite travel to reduce fuel usage and carbon footprint.

Business Benefits



25%

increase in the number
of opportunities created



35%

decrease in incident+
service requests
created/user/month



15-18%

increase in
opportunities win ratio

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 84,000+ 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