



CASE STUDY

# Centralized Model Monitoring & Quality Assurance across All AI/ML Models for a Global FMCG Major



## Client

The customer is one of the leading FMCG majors in over 80 countries, with 300+ brands in its portfolio. The company's global scale gives it a competitive advantage over its competitors by having knowledge sharing, common systems and processes, and best practices reapplication

## Challenges

The customer had several Machine Learning (ML) models in production, empowering the business teams with multiple data products across the geographies. But this created challenges, including:

- Lack of a standard mechanism to monitor the 100s of ML models' delayed response in case the drift or model misbehaved.
- Absence of an end-to-end testing and quality assurance mechanism to manage the ML models as part of the defined process

## LTIMindtree Solution

To help customers democratize ML and its operations, LTIMindtree leveraging its model monitoring and quality assurance framework to:

- Define a centralized model monitoring mechanism to help manage all the models in production as well as develop capabilities to manage the data and model drift.
- Create a holistic list of features to help monitor and manage the model across key areas such as model accuracy, feature drift, concept drift, service health, and alert mechanism.
- Provide the capability to manage the success of a particular model by introducing integrated ground truth evaluation parameters.
- Develop an integrated model quality assurance and testing framework along with an integrated process to test data, features, and model performance.

## Business Benefits

Enabled **~75%** better visibility for teams to monitor and manage AI/ML models

**~50%** effort reduction in AI/ML model management

**2x faster** model quality assurance with an integrated framework



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