Case Study

Transformation of IT Operations

Global Leader in Energy Storage Solutions

Client

The client is a global energy storage solutions company delivering the most advanced battery technologies for various automotive. The client serves customers in 140+ countries with 50+ manufacturing, recycling, and distribution centers worldwide.

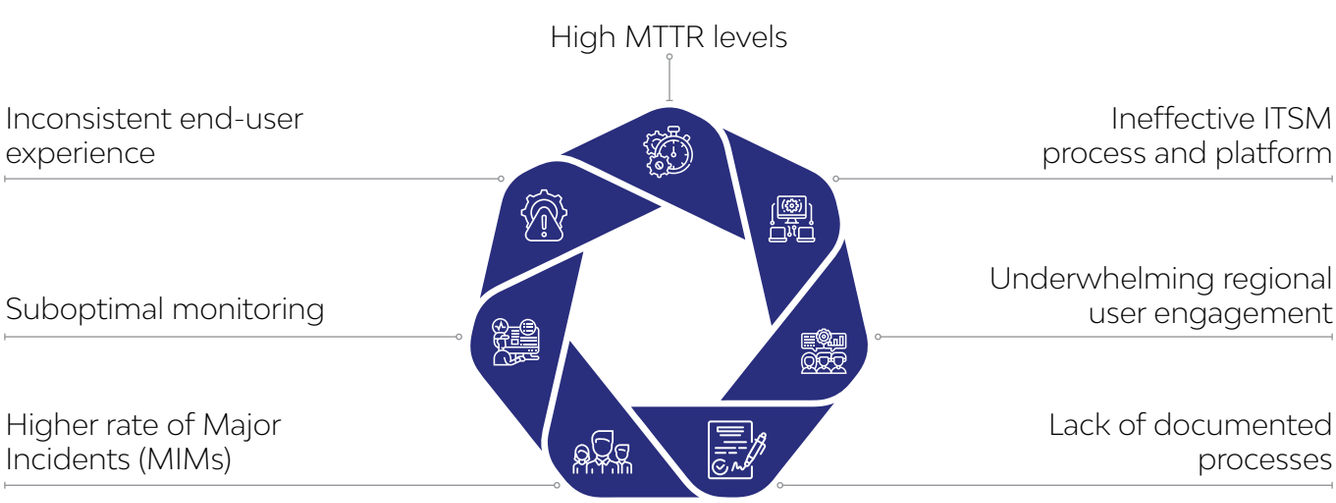
Challenges

The company wanted to use its separation from the parent company to segue into transforming its application operations by eliminating operational silos, minimizing risk, and optimizing cost. Its vast tech estate includes:

Key Functional Areas: Procurement, Component Manufacturing, Battery Manufacturing, Sales & Distribution, Core returns.

Key Global/Regional Applications: SAP, Maximo, Salesforce, Logility, Kronos, TecCom, MuleSoft, Sovos, Narancia, OneStream, Oracle, Minitab, GE Proficy, Xamarin, SharePoint, Sawluz, HP ALM, Azure

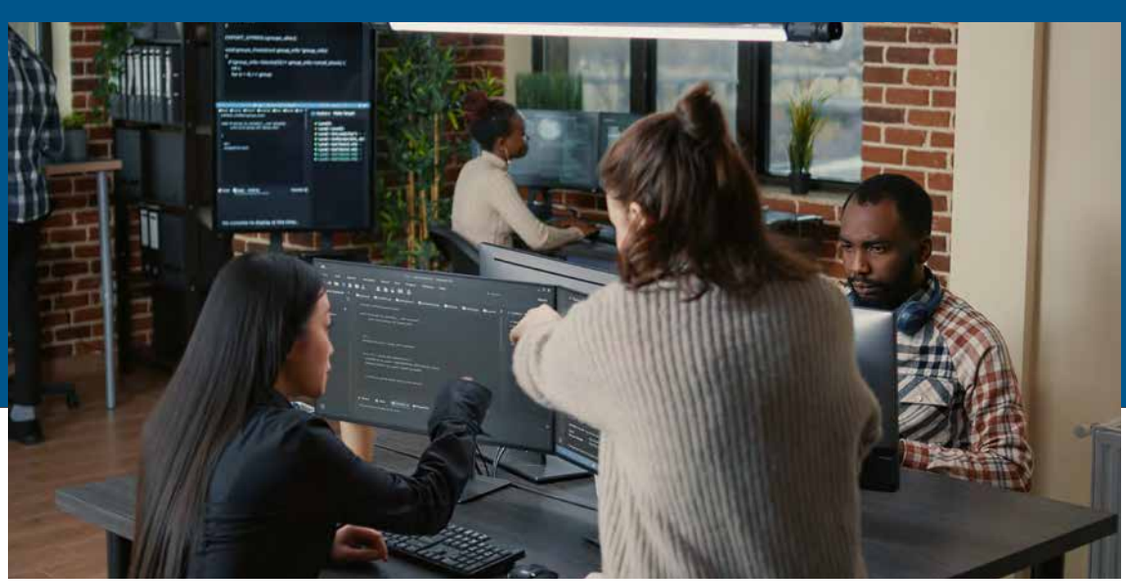
Pain Points



Our Solution

Viewing the IT operations as a transformation opportunity and recognizing the need for a next-generation AMS, LTIMindtree crafted a fit for purpose application operations solution extending beyond traditional managed services - the **Operate 2 Transform Model (4D)**

4 D Framework	Key Levers
Do Less (Lean)	Eliminate work through AI and automation
	▸ IT automation
	▸ Process automation
	▸ NLP-enabled problem management
Do Fast (Speed)	Agile IT operations to improve responsiveness
	▸ Self-service
	▸ One-touch and straight through automation
	▸ Guided resolution and tool-driven triage
	▸ Agile/DevOps
Do More (Experience)	Enhance user experience and productivity
	▸ Business KPI monitoring and improvement
	▸ Business process optimization
Do Better (Value)	Measure and improve business value realization
	▸ Persona-based productivity improvements
	▸ Improve code quality – CAST



As a Transformation commitment, the transformation plan was created across each of the 4D pillars and included in the AMS contract. LTIMindtree developed a tracking and scoring mechanism and formed an O2T team to execute it.

LTIMindtree invested in tools to enable and accelerate this transformation journey. The O2T model features numerous operational innovations and improvements to improve service and efficiency and upskill the team on the latest processes and technologies.

Upskilling - Upskilling was the key to transforming. The team has been given training in carefully designed courses and technologies, such as Agile, Automation, DevOps, and Low Code Solutions. Further, team members completed various technical certifications in Salesforce, DevOps, Azure, AWS, and other latest technologies.

Problem Management – We performed automated ticket trend and causal analysis using the LTIMindtree Canvas Discovery tool on one year's ticket data. The team identified use cases and implemented permanent corrections to solve the identified problem.

Enterprise IT Monitoring - One of the key challenges was the usage of different monitors for monitoring critical applications. In some cases, either the monitoring was ineffective, or there was no monitoring of the critical events leading to a considerably high number of major incidents in critical applications like SAP and Plant IT Applications.

LTIMindtree executed the Failure Modes and Effects Analysis (FMEA) exercise to derive critical failure points across essential apps and their interfaces. We added identified events in monitoring to prevent failures.

As there were different monitoring tools in the company's IT landscape, such as SPLUNK and SAP Solman, and the landscape continues to evolve and so the complexities, Enterprise IT Operations needed to leverage advances in data process and analytics strategically. LTIMindtree implemented **Canvas AIOps** from its Canvas product suite to transform IT operations. AIOPs captures asset telemetry data by integrating monitoring tools and applying its cognitive engines to analyze that data surface, reducing white noise alerts. It provides real-time assistance to resolve an incoming ticket by recommending appropriate SoPs and the associated automation workflow.

Salient features of Canvas AIOps are

AIOps Features	Description
Monitor-of-Monitors	Single pane view for all alerts across integrated monitors like SAP Solman, SPLUNK, and IBM Control Center.
Alert Noise Suppression	Algorithmic noise reduction to suppress white noise in alerts received over monitoring channels.
Auto Ticketing	Automated ticket creation and assignment to the support queue based on ticketing rules.
Guided Ticket Resolution	Assisted ticket resolution with providing problem identification, SoP recommendation, and automated resolution in real-time.
Service Governance Dashboard	Capture, calculate and visualize service-related governance KPIs for effective SLA management.

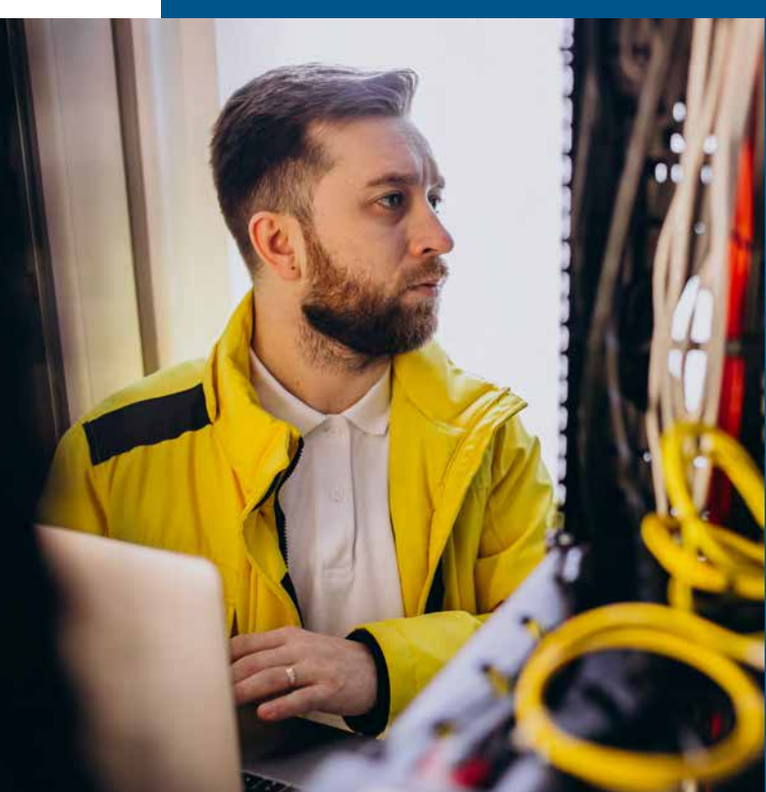
Forward Engineering - LTIMindtree implemented CAST, a code quality analysis tool. The code for custom critical applications was analyzed using CAST, and a quality dashboard was published. The team leveraged CAST findings to optimize the code and drive technical debt reduction.

Business Persona and Process Improvements - Business persona improvement opportunities were identified leveraging the findings from Canvas Discovery, and the team held discussions with key business stakeholders. With that, key personas like truck drivers, supply chain managers, OTC team, and PTP team were improved.

Automation - Automation is critical for transformation, and it's a continuous journey. Power Platform, Microsoft Power Automate, Microsoft Power Automate RPA, Chatbot, BRAIO, and Scripts are a few tools leveraged to convert manual processes/tasks to an automated process.

4D view of the solutions and enablers

4D Lever	Enablers		Outcome
Do Less	**Monitor of Monitors**	**BRAIO**	▸ Incident reductions ▸ Automation
Do Fast	**Canvas AIOPs** ▸ Auto Ticketing ▸ Guided Ticket Resolution ▸ One-Touch Automation	Azure DevOps	MTTR & Shift Left
Do More	**FMEA** Failure Modes and Effect Analysis **APPM** Proactive Problem Management	**Canvas Discovery** Automation Use Cases and Discovery	▸ Business Process Optimization ▸ Preventive Monitoring ▸ Effective Problem Management
Do Better	CAST	**SAP Smart Analyser**	▸ Business Persona Productivity Improvements ▸ Tech Debt Reduction ▸ Code Quality Improvement



What Was Achieved

FMEA

- 63 failure points for critical application and related interfaces identified
- Monitoring of critical events

AI-infused IT Operations with Canvas AIOps

- Single pane of alerts for real-time monitoring
- Correlation and auto ticketing
- ~99.8 % noise suppression
- Guided ticket resolution of identified use cases and continuous discovery
- Service governance dashboard

MTTR Reduction & Left Shift

~ 16% reduction in MTTR with SoPs, cross-training of the L1.5 team, self-service, and effective problem management. **250+ SoPs created** by team across different applications, documenting technical issues resolution, service request handling, user access, and ITSM process to effectively manage the ticket resolution time.

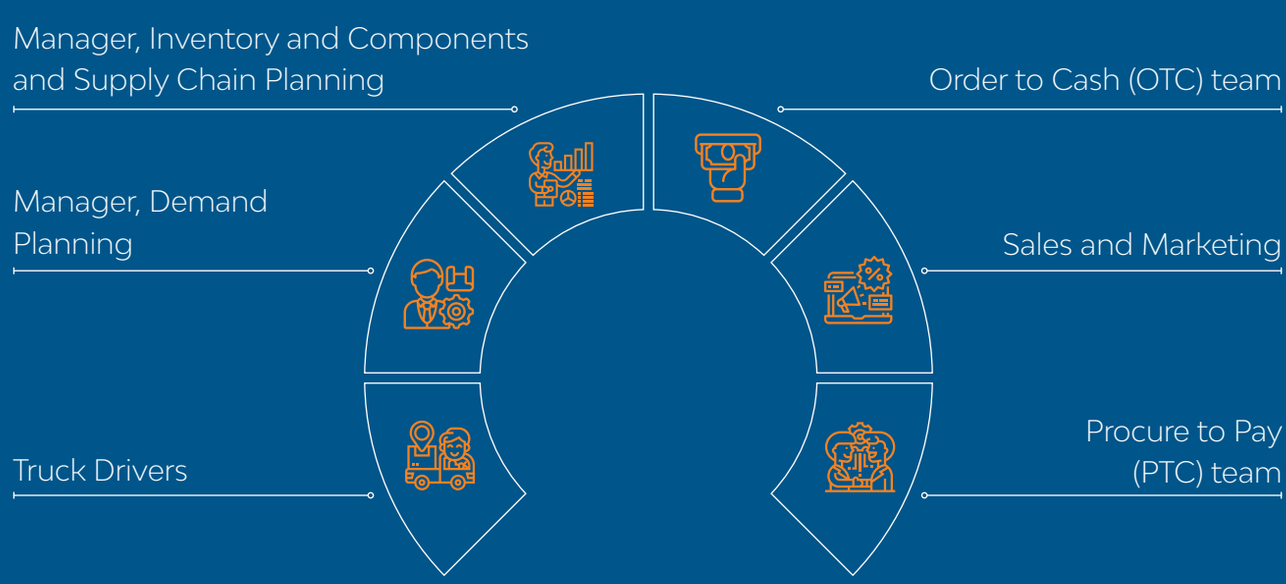
Incident Reduction

~25% reduction in SAP Incidents by implementing the effective monitoring of the critical failure points identified in FMEA, and monitoring through AIOPs. Auto ticketing the threshold alerts by AIOPs to act, preventing application failures.

~16% incident reduction in mobile applications by performing effective monitoring, enabling problem management through Canvas Discovery, and optimizing the business persona and processes.

Business Persona Improvements

8 persona improvements identified and implemented for key personas as:



Implementing these identified improvements delivered ~1300 hours of effort savings annually for the business personas.

Technical Debt Reduction

Critical custom applications were scanned using CAST, and TQI (Total Quality Score Index) dashboard was generated. The development team leveraged insights on critical violations and tech debt reduction analysis provided by the tool. They implemented the fixes, reducing the technical debt by ~13.4 % for one of the custom applications. The developers continue to optimize the application health.

Automation

~13 FTE saving annually achieved through various automation initiatives implemented using Scripts, AIOps, and Power Automate. Application test cases were also automated using Selenium, reducing the manual efforts of testing applications during the migration process.

Upskill

- 83 technical certifications (Azure, DevOps, ServiceNow, Salesforce, ITIL, SAFe Agile)
- Cross skilled existing team members to effectively manage the L1.5 tickets, reducing MTTR and enhancing user experience.

LTIMindtree

LTIMindtree is a global technology consulting and digital solutions company that enables enterprises across industries to reimagine business models, acceler-ate 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 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.