



Case Study

Advanced Material Movements Tracking Solution for a French Multinational

Client

The client is a French multinational that provides services for the defense, aerospace, security, and transportation markets. They are a worldwide technology giant with **77,000+ employees** spread across five continents. Their expertise lies in designing and developing electrical systems using deep tech innovations like AI and quantum technology.

Business Challenges




- Need for an advanced and effective Return Material Authorization (RMA) process across the supply chain.
- Necessity for process automation to accomplish effective communication to improve the Total Output Time (ToT).
- Need for initiating a Failure Reporting, Analysis, and Corrective Action System (FRACAS).
- Requirement of improved repair visibility at manufacturing and service provider location.



Solution Highlights

- Integrated advanced RMA process across sales, Research and Development (R&D), quality, finance, manufacturing, and suppliers.
- Implemented process automation, leveraging standard out-of-the-box functionality.
- Established collaboration framework across multiple business users, leveraging event-driven workflows.
- Implemented advanced system for return-to-supplier and credit-from-supplier.

Business Benefits

 <p>10% reduction in warranty cost</p>	 <p>Improved response time in processing warranty claims</p>	 <p>Improved overall turn-around time for RMA notifications</p>
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About LTIMindtree

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 82,000+ 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 <https://www.ltimindtree.com/>