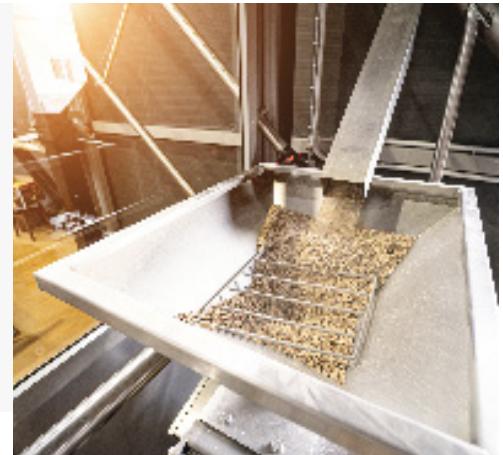**Case study**

Migration and Modernization of Real-Time Information Platform (RTIP)

Client

The client is a leading American consumer cereal manufacturer involved in operations across food service, food ingredients, refrigerated and private label categories.

Challenges

The client required a web-based replacement solution for Real-Time Information Portal (RTIP) to be used as the end-user operator interface to MES applications across 6 of its facilities. The application collected operational data about quality assurance and process testing across the production line. The RTIP software system was slow as it required manual data entry, needed upgrades, and did not provide cloud support, hindering usability and scalability. Hence a new replacement solution had to be designed.

The challenges associated with the scenario were:

Most of the procedures were obsolete, and the current legacy reporting structure was a proprietary system that was old and based on older designs. It was susceptible to a critical impact at any instant.

The legacy system was too database-dependent that even minor tasks like small label changes would involve multiple integrations and regression tests before deployment.

Due to multiple data sources, there was lack of a standard reporting structure. Most of the results were manually entered into legacy report templates.

Plant floor operators were used to the already existing application functionalities, so any new design required meticulous change management.

The older UI was exclusive for shopfloor employees with no color scheme, scalability, and adaptability.

LTIMindtree Solution

LTIMindtree developed a client-server web solution using new architectural designs to support plant-wide operations. After assessing and modifying the existing procedures, the application was designed based on an enterprise-wide standard technology stack. Leveraging our expertise and capabilities for large platform conversion implementations, we provided quick scalability, reliability, reduced support, and maintenance, and overall, a robust application with a secure server.

Solution Highlights

- The collaboration commenced with LTIMindtree's core team engaging with business and IT stakeholders through a design thinking workshop to harmonize across six different plant geographies.

- Based on a defined set of requirements, a web-based solution was developed incorporating modified procedures integrated with Azure DevOps for agile planning enabling continuous integration and delivery.

- LTIMindtree leveraged deep focused expertise in large platform conversion implementations to deliver an integrated end-to-end solution, standard operational data reporting, and scalable architecture compatible with existing MES DB with provision for future upgrades.

- The solution added additional features like Downtime monitoring, OEE tracking, work order management, route planning, and critical business KPI reporting.

- The solution was deployed onto the client test environment, assessing functionality, quality assurance, resolving defects, and fixing bugs.

- LTIMindtree extended support for each plant facility during system integration, user acceptance testing, go-live and hyper care.

- LTIMindtree provided UI compatible with C class people's devices and adaptable to any resolution, whether plant shopfloor or mobile browsers.

Business Benefits

Improved response time for downtimes with the advanced user interface.

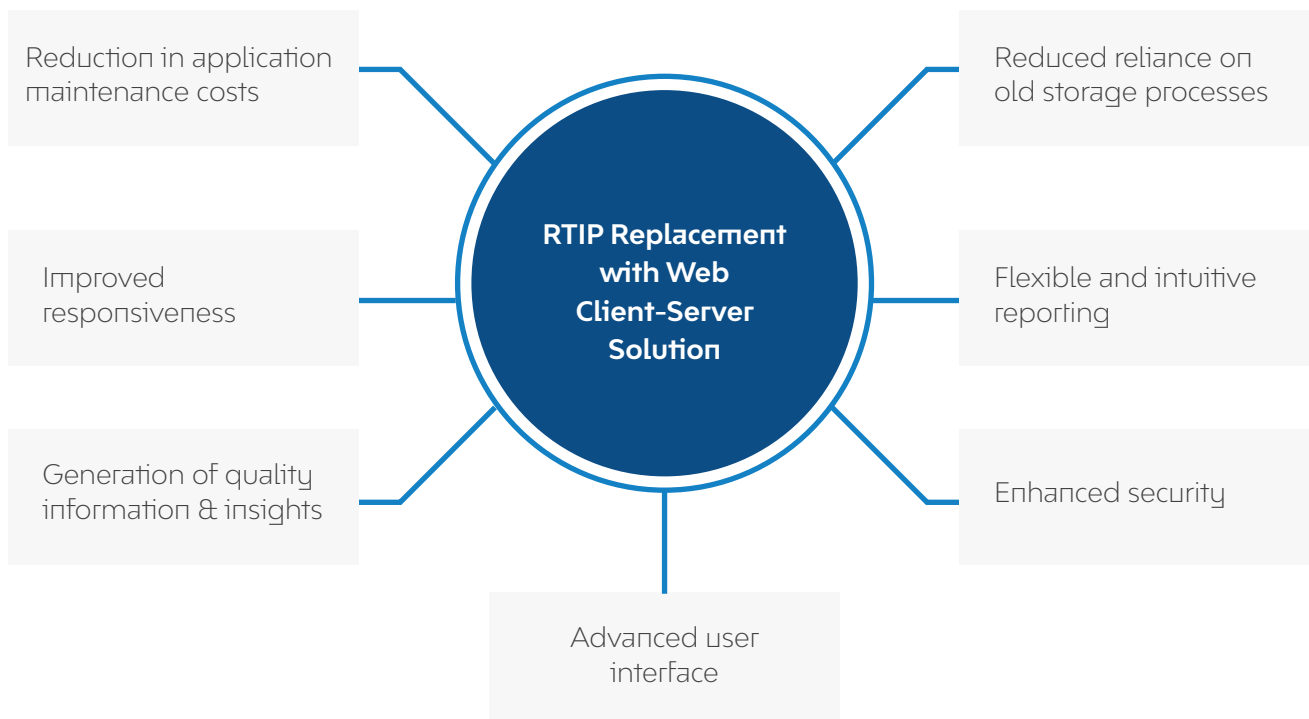50% reduction in application maintenance costs with an expeditious web client-server solution.

Enhanced business intelligence with the flexibility to create business reports using ad-hoc reporting.

It was the first application that followed a complete agile pattern where we coached the staff in agile execution.

This was the first project in the company with Azure CI/CD implementation.

Reduction in application maintenance costs

Reduced reliance on old storage processes

Improved responsiveness

RTIP Replacement with Web Client-Server Solution

Flexible and intuitive reporting

Generation of quality information & insights

Enhanced security

Advanced user interface

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 nearly 90,000 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.**

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