

## Brochure

Drive Productivity, Improve Decision-Making  
and Manage Risks Proactively with

# **Delivery Excellence Accelerators**

## What are **delivery excellence accelerators**?

Delivery excellence accelerators are a suite of solutions using AI and GenAI so you can harness the power of automation to achieve desired outcomes at every stage of a project lifecycle.



### The **data challenge**



Organizations today face the challenge of deriving actionable and proactive insights and alerts from vast amounts of unstructured and structured data residing in multiple sources and various forms. This leads to delays in decision-making and actions. There is a need to leverage AI and automation to democratize analytics to leverage this data and harness its potential.

## Our accelerators

Solution name	Overview	Features	Benefits
Aisyths – Account health insights	Proactive risks and recommendations. Support best practices by summarizing qualitative and quantitative data across various delivery execution parameters and client feedback.	<ul style="list-style-type: none"> <li>• RAG status</li> <li>• Recurring issues and recommendations</li> <li>• Best practices</li> </ul>	<ul style="list-style-type: none"> <li>• Automated analysis and early alerts</li> <li>• Faster go green plan</li> <li>• Get upper edge during RFP</li> </ul>
BGenie	Statstical analysis partner for baselineing and what ifs	<ul style="list-style-type: none"> <li>• Automation of benchmarking process</li> <li>• Whatifs and sensitivity analysis</li> </ul>	<ul style="list-style-type: none"> <li>• 75% effort savings</li> <li>• Parameter, domain, project type agnostic</li> </ul>
Customer feedback analysis	Proactively highlights negative sentiment, issues highlighted by clients and cross-sell-ing opportunities. Co-relation analysis between internal and external feedback.	<ul style="list-style-type: none"> <li>• Sentiment analysis of customer feedback</li> <li>• Helps track customer journey</li> </ul>	<ul style="list-style-type: none"> <li>• Improve CSAT</li> <li>• Identify cross-selling opportunities</li> </ul>

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<b>Obligation navigator app</b>	The auto extraction of contractual obligations from MSA/SOW	<ul style="list-style-type: none"> <li>UI to feed documents and review or correct obligations</li> <li>Facility to download the obligations</li> </ul>	<ul style="list-style-type: none"> <li>Auto contract extraction in 10 mins per contract</li> <li>Increased accuracy and coverage</li> <li>Human augmented edit</li> </ul>
<b>eSPÁ – eService Performance analytics</b>  <b>MARS Metric Analysis &amp; Reporting Suite</b>  <b>Support data analytics</b>	Trend, predictive and prescriptive analysis for support ticket data	<ul style="list-style-type: none"> <li>Predictive and prescriptive analytics to identify immediate focus areas</li> <li>What if analysis and recommendations</li> <li>Insights and forecasts based on patterns and trends</li> </ul>	<ul style="list-style-type: none"> <li>Productivity savings of 30-35%</li> <li>Improved decision-making</li> </ul>
<b>Smart risk assistant</b>	Corrective actions for risks based on the organization's historical data and industry recommended actions	Recommendations based on risks from accounts in the same domain	<ul style="list-style-type: none"> <li>Improve the quality and effectiveness of risk management</li> <li>Faster go green plan</li> </ul>
<b>Ticket data audit</b>	Automated ticket audits based on pre-defined rules	Can be integrated with ITSM ticketing tool using push, pull, or upload mechanism	<ul style="list-style-type: none"> <li>90% effort savings</li> <li>Improved ticket audit coverage</li> </ul>
<b>Enterprise risk analysis</b>	Highlights areas of the most occurring risks at an organization level and formulate recommendations based on historical data	Exploratory data analysis and recommendations	<ul style="list-style-type: none"> <li>Proactive actioning to avert future risks</li> <li>Helps in focused attention to projects</li> </ul>

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RAIMA for QMS	Offers guidance on QMS for locating documents, methods, and best practices through fast, accurate, and contextual support.	<ul style="list-style-type: none"> <li>Enhanced Search Capabilities</li> <li>Summarized insights and recommendations, Faster Decision Support</li> <li>Interactive guidance, and step-by-step support</li> </ul>	<ul style="list-style-type: none"> <li>Helps users with queries on processes/documents/frameworks</li> <li>Improved Customer Engagement</li> <li>5 PD effort savings per month</li> </ul>
Causal Analytics Engine	Automates root cause analysis and recommendations by uncovering underlying issues, enabling proactive, data-driven corrective actions for continuous improvement.	<ul style="list-style-type: none"> <li>Acts as a smart reviewer and advisor, enhancing the quality of causal analysis</li> <li>Enables faster issue resolution, reduced risk exposure, and improved strategic planning.</li> <li>Generates insights even from incomplete or ambiguous data</li> </ul>	<ul style="list-style-type: none"> <li>~ 50% reduction in ineffective causals</li> <li>4 PD effort saving per month</li> </ul>
Defect Prevention Analyzer	Facilitates the automation of defect prevention analysis, it is an AI-powered tool to analyze project defects, identify root causes, and suggest corrective actions for quality improvement.	<ul style="list-style-type: none"> <li>Identification of top 5 root causes of defects</li> <li>Defect trend analysis via Pareto analysis</li> <li>Corrective action recommendations to eliminate recurring issues</li> </ul>	<ul style="list-style-type: none"> <li>Helps in analyzing recurring issues &amp; suggest corrective actions</li> <li>Enhances process efficiency</li> <li>20% effort savings</li> <li>Can aid in improving quality &amp; client satisfaction</li> </ul>
R_Intel	R_Intel is a unified intelligence platform that centralizes risk data by consolidating from multiple sources, categorizes and prioritizes risks, and recommends mitigation strategies.	<ul style="list-style-type: none"> <li>Identifying risks from multiple source and types :PDF,images, word</li> <li>Gives mitigation strategies based on historical organizational success stories and industry best practices for strategic decision making</li> </ul>	<ul style="list-style-type: none"> <li>Proactive Risk Mitigation</li> <li>Enhanced Project Delivery</li> <li>Increased Efficiency and Productivity</li> <li>Zero Surprise Escalation</li> <li>100% coverage of contractual risk</li> </ul>

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KHub Copilot	<p>KHub Copilot is an AI-powered assistant integrated within the Knowledge Hub ecosystem, designed to streamline knowledge discovery and usage. It provides intelligent, context-aware responses and summaries, enabling faster decision-making and improved productivity across workflows.</p>	<ul style="list-style-type: none"> <li><b>AI-Powered Assistance:</b> KHub Copilot leverages advanced AI and machine learning algorithms to provide intelligent suggestions and responses, helping users make informed decisions quickly.</li> <li><b>Integrated Knowledge Search:</b> It enables users to search for artifacts such as case studies, capability decks, and session content directly from the Knowledge Hub portal, ensuring quick access to relevant information and provides concise summaries.</li> <li><b>Accessibility Across Platforms:</b> Available within Knowledge Hub under Ultima, listed as a Copilot agent under “M365 Copilot” in Microsoft Teams and integrated with RALma for users without copilot license.</li> </ul>	<ul style="list-style-type: none"> <li><b>Scalable Knowledge Management:</b> Integrates multiple repositories (65+ as of now) and workflows, making enterprise knowledge easily accessible and actionable for our daily tasks and decisions.</li> <li><b>Enhanced Productivity &amp; decision making:</b> Provides intelligent, context-aware responses and summaries quickly, enabling faster decisions and actions with lesser efforts, allowing users to focus on strategic activities.</li> <li><b>Consistency and Quality:</b> Ensures standardized responses and recommendations, aligned with organizational best practices and strategic messaging, by locating and processing validated information.</li> </ul>

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<b>KHub A.S.K.</b> Agent for Stories and Knowledge)	KHub A.S.K (for Sales), our 1st 'KHub-as-a-Service' implementation. KHub A.S.K. AI agent helps 'sales/presales' persona by providing intelligent responses to the RFPs/RFIs, enhancing their productivity. It supports them in searching for artefacts such as case studies, capability decks, and session content, and gives summarized responses to queries related to Sales/presales.	<ul style="list-style-type: none"> <li>Access and summarize case studies and capability decks.</li> <li>Create and review RFP responses.</li> <li>Analyze RFIs and get responses from the extensively connected repositories (35+ Sales repositories &amp; org. knowledge base).</li> <li>Maintains strict access controls, ensuring secure and role-based information retrieval.</li> </ul>	<ul style="list-style-type: none"> <li>Faster Turnaround Time (TAT) for RFI/RFP responses, enabling quicker engagement with prospects.</li> <li>More time for crafting a winning solution by focusing on strategic elements like value propositions and differentiators, as the agent compiles and formats the basic content.</li> <li>Improved efficiency and consistency in responses through standardized templates and validated org. knowledge base, thus, reducing the errors.</li> </ul>
<b>DelEx Support Agent</b>	A comprehensive solution that integrates essential delivery functions within a unified, intelligent agent. This system automates sophisticated processes including RCA quality reviews, obligation extraction, SOP standardization, and ticket anomaly detection, effectively streamlining all operational agents.	<ul style="list-style-type: none"> <li>RCA Quality Review</li> <li>Obligation Extraction (Beta): Automates identification of compliance obligations to minimize regulatory risk.</li> <li>SOP/KB Standardization</li> <li>Ticket Analysis: Detects anomalies, recurring issues, and patterns for proactive problem resolution.</li> </ul>	<ul style="list-style-type: none"> <li>Up to 30–40% reduction in repeat issues by improving root cause validation.</li> <li>Saving 50–60% of manual effort and reducing regulatory risk exposure by up to 25%</li> <li>Cuts SOP/KB preparation time by 40–50%, ensuring consistency across processes.</li> </ul>

## Benefits

01

Independent and scalable solutions

03

<2% surprise escalations

05

Domain agnostic

02

25-30% productivity improvement

04

Faster go-to-green plan

06

Improved ticket audit coverage from 2-10% to 100%

## Use cases for delivery teams and leadership



A leading manufacturing account has benchmarked and predicted performance with **75% reduction in effort**



Many infrastructure accounts have integrated data from a ticketing tool to harness insights from ticket data with **25-30% reduced efforts**



Approximately 60% of accounts showed improvement in experience index and net promoter score (NPS) post client feedback analytics



A leading hi-tech account improved their quality of ticket resolution through ticket audit



KHub A.S.K agent was one of the major highlights of 'Microsoft Ignite 2025 Event | San Francisco, US | Nov 18-21



Major data account could derive actionable insights from defect data with 20% improvement in efficiency



**LTIMindtree**



## Contact us

Connect with us at [Delivery.Excellence@ltimindtree.com](mailto:Delivery.Excellence@ltimindtree.com) to know more.

## 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 86,000+ talented and entrepreneurial professionals across more than 40 countries, LTIMindtree — a Larsen & Toubro Group company — solves the most complex business challenges and delivers transformation at scale. For more information, please visit <https://www.ltimindtree.com/>.