



US-Based Global Pharmaceutical Manufacturer achieves Reduced TTM with LTI's Business Intelligence Center of Excellence

Client

The client is an American Multinational Medical Devices, Pharmaceutical and Consumer Packaged Goods Manufacturer.

Challenge

The client utilizes state-of-the-art Business Intelligence tools for its operations and analytics. There was an increasing need for the client's technology office to cater to diverse & changing business needs. Accumulation of data and the inability of technology to support various business needs, were factors hampering the client's business.

Solution

L&T Infotech established a BI Center of Excellence (CoE), which offered a fully integrated solution, providing customer connectivity, supply chain integration & common dashboards to the client. The solution enabled sharing of best practice processes & technologies across the region, empowering client with quicker decision-making and enhancing customer experience.

The client named L&T Infotech as its Strategic BI Service Provider after establishment of the BI Center of Excellence.

Benefits

- Implemented Data Lake for collecting data from various enterprise systems
- Reduced Time-to-Market by Automation and Process Improvements
- Implemented System Health Dashboards
- Automated resolution of Tickets and Service Requests
- Led to significant increase in Productivity
- Helped in Cost Optimization
- Streamlined Processes

About L&T Infotech

L&T Infotech (NSE: LTI) is a global IT services and solutions provider with presence in 22 countries. We solve complex business challenges at the intersection of digital and physical world with our real-world expertise and extreme client centricity. We help clients create better customer experiences, transform processes and build new businesses.

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