



US-Based Medical Products Manufacturer acquires Improved Application Availability with LTI's SAP Support

Client

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

Challenge

The client was dealing with many challenges in its business processes. These involved a lack of real-time single global view to profile operational risks across all SAP Platforms, and no mechanism to carry out root cause correlation with system components. There was need for a global centralized SAP system management dashboard.

Solution

- 24x7 global platform support for 500+ instances
- L1 and L2 operations support
- L3 support and execution of complex projects
- BASIS CoE Setup
- SAP ILM Shared Services Setup
- Key Innovations delivered to drive Excellence:
 - Smart IT - Log Analytics
 - Automated Centralized System Management (MMC)
 - Solution Manager End-User Experience Monitoring
 - Engineering CoE Multiple New Technology Innovations
 - SDDC Architectural Assessment & Factory Model Conceptualization
 - PARAM - Compliance Process Automation
 - SAP Failover Remediation Program
 - HANA on AWS

Benefits

- 100% System Availability
- 67.2% Reduction in Mean Time to Resolve
- 51% Reduction in Incident Volume
- Improved Regulatory Compliance

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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