



Case Study

# Leading Energy Company Achieves \$1 Mn ROI with LTIMintree's Intelligent RPA

# Client

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The client is a Fortune 500 company and one of the largest producers of NGLs and one of the largest natural gas processing companies in the U.S.

# Challenge

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In order to improve the operational efficiency and build next-gen digitized operations, the client wanted to implement intelligent RPA. Additional challenges included:

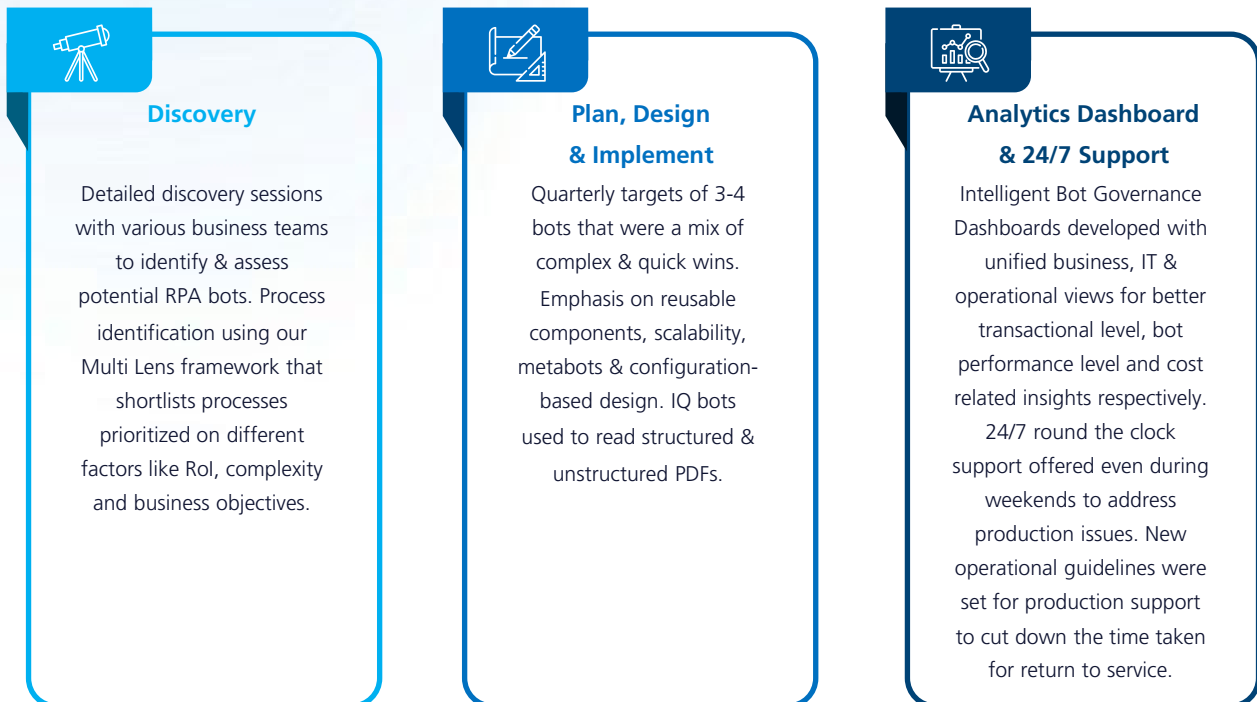
- Manual intervention and multiple human touchpoints across processes
- Increased data input errors due to mundane and repetitive nature of work
- BOT performance issues while reading structured & unstructured data
- Compromised quality due to aggressive deadlines & inept deliverables by competing vendors
- Lack of extensive product support model & incident resolution



# LTIMindtree Solution

LTIMindtree adopted the following 3-step approach to address these challenges:

## LTIMindtree's Three-Step Approach to Automation



### Discovery

We conducted detailed discovery sessions with various business teams to identify & assess potential RPA bots. Process identification was conducted using our multi-lens framework that shortlists processes prioritized on different factors like RoI, complexity & business objectives.

### Plan, Design & Implement

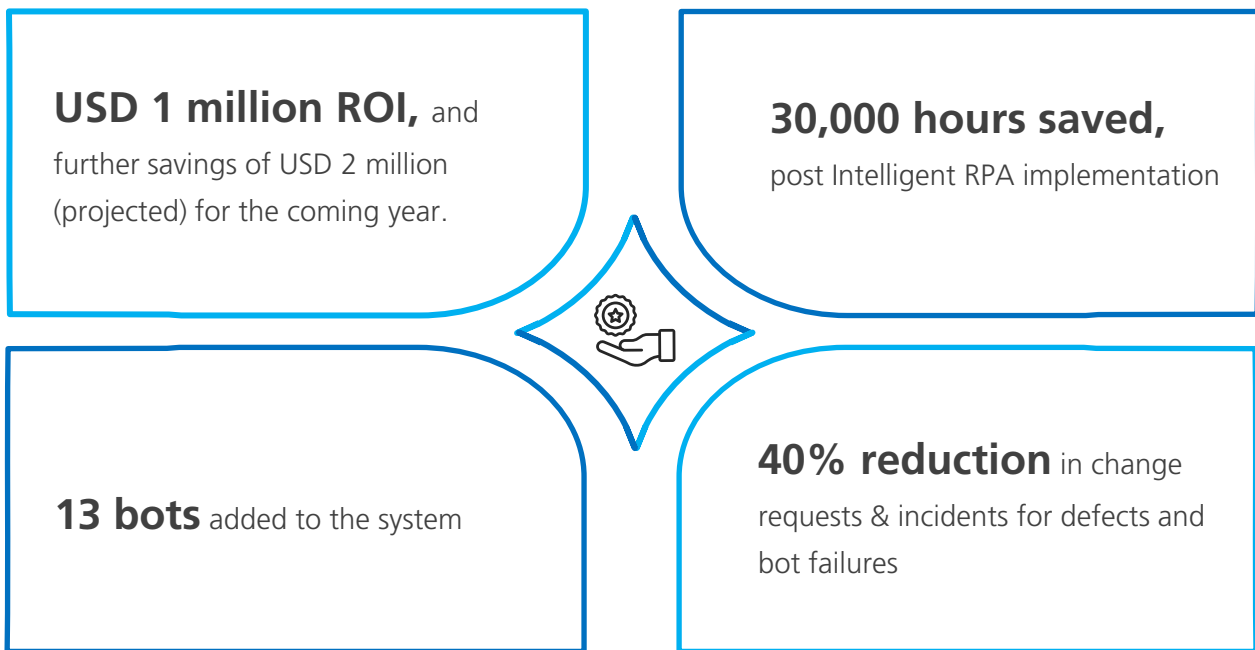
We planned quarterly targets of bots that were a mix of complex & quick wins. We emphasized on reusable components, scalability, meta bots & configuration-based design. Also, IQ bots were used to read structured & unstructured PDFs.

### Analytics Dashboard & 24/7 Support

We developed Intelligent Bot Governance Dashboards with unified business, IT & operational views for better transactional level, bot performance level and cost related insights, respectively. We offered 24/7 support to address production issues.

New operational guidelines were set for production support to cut down the time taken for return to service.

# Business Benefits



## 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/>.