



Case Study

70% effort reduction for a Leading Hearing Aid Manufacturer

Client

The client is a Europe-based global hearing aid manufacturer.

Challenges

- ▶ No standard mechanism to track critical KPIs and service level goals.
- ▶ Lack of real-time visibility into service level issues, manual processes.
- ▶ Many SLA violations (as tickets) moved in a round-robin fashion, reassigned between L1 (Navision Service Desk), L2 Service Team, and the L3 Master Data Team.

LTI Solution

- ▶ Delivered visibility through hotspots/incident-level root cause analysis (RCA), providing the complete history of a ticket on a timeline.
- ▶ Enabled visibility into industry KPIs and operational metrics through configurable dashboards.
- ▶ Provided access to information on the move with multi-device (mobile, tablets) support.
- ▶ Prevented service-level violations by analyzing service delivery issues quickly with drill-down capabilities.

Business Benefits

70% effort reduction
in service level
reporting

6x reduction in RCA
due to hotspot
visibility



Let's Solve

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info@Lntinfotech.com



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