



Case Study

Automated Proactive Problem Management for International Financial Institution

Client

The client is a leading international financial institution promoting monetary cooperation, facilitating trade, fostering sustainable economic growth, reducing poverty around the world, making resources available to members experiencing balance of payments difficulties, and preventing and assisting with recovery from international crises.

Challenges

The client wanted to:

- ▶ Increase the impact of per day service outages.
- ▶ Enable proactive problem management to prevent outages.
- ▶ Reduce dependency on people to analyze the vast number of incidents.
- ▶ Standardize governance process to proactively identify and resolve problems.
- ▶ Ensure 24/7 availability of IT systems and services.

LTI Solution

- ▶ **Provided incident data from ITSM to the PPM analyzer engine.**
- ▶ **Identified repetitive incidents based on various parameters – Summary, CI, and Tower details.**
- ▶ **Grouped and classified repeated incidents as Potential Problem Identifiers (PPI).**
- ▶ **Streamlined the end-to-end workflow – from actioning on the potential problem(s) to implementing the change and final closure of the problem tickets.**
- ▶ **Delivered WLA dashboards for showcasing the workload.**

Business Benefits

Analyzed a ticket dump of approximately **100,000** tickets and identified **450** PPIs



LTI (NSE: LTI) is a global technology consulting and digital solutions Company helping more than 460 clients succeed in a converging world. With operations in 33 countries, we go the extra mile to assist our clients and accelerate their digital transformation journeys. Founded in 1997 as a subsidiary of Larsen & Toubro Limited, our unique heritage gives us unrivalled real-world expertise to solve the most complex challenges of enterprises across all industries. Each day, our team of more than 40,000 LTItes enable our clients to improve the effectiveness of their business and technology operations and deliver value to their customers, employees, and shareholders. Learn more at <http://www.Lntinfotech.com> or follow us at @LTI_Global.

info@Lntinfotech.com



A Larsen & Toubro
Group Company