



Let's Solve



A Larsen & Toubro
Group Company



Case Study

IT Automation for leading US-based Bank

Client

The client is a Fortune 100 bank that offers a wide range of Credit Cards, Banking, Wealth Management & Investment Services.

Challenges

- ▶ The client's IT operations involved a high level of manual effort to monitor and resolve incidents across their business units, including Treasury, Securities, Finance, and Risk and Compliance.
- ▶ There was high human dependency in ensuring the availability of critical business systems, leading to a longer time to resolve incidents.

LTI Solution

- ▶ Deployed 900+ bots across alert monitoring to accelerate diagnosis and resolution.
- ▶ Implemented real-time monitoring across 125+ applications, 140 databases, and 125 web servers.
- ▶ Automated runbooks performing system health checks and maintenance, business process assistance, patch upgrades, deployment, and reporting.

Business Benefits

70% effort reduction

Shift-left from L2 to L1, eliminating 80%+ of non-actionable alerts

Increased first-contact resolution from 20% to 60%

Reduced Mean Time To Resolve (MTTR) by 30-40%

Enabled overall productivity savings of 15%



Let's Solve

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