



Case Study

Service Desk Solution for US-based Global Manufacturing Corporation

Client

The client is a US-based global manufacturer of lifting and material-handling plants for a variety of industries, including construction, infrastructure, quarrying, recycling, energy, mining, shipping, transportation, refining, and utilities.

LTI Solution

- ▶ **Identified 30+ automation use cases for implementation**
- ▶ **Reduced CAPEX through:**
 - **ITAM implementation**
 - **DC consolidation**
 - **Cloud migration**

Challenges

- ▶ **11,000** users across **80** locations
- ▶ Multi-lingual service desk supporting seven different languages for operations
- ▶ **1,500+** servers across the IT landscape
- ▶ Significant manual effort involved in an incident and SR resolution
- ▶ High MTTR, leading to poor customer satisfaction

Business Benefits

59% reduction in incidents and SR

78% improvement in MTTR

35% reduction in CAPEX

4,500 person-hours saved annually



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.

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