



**Automated HR  
Operations to  
Transform Employee  
Experience for a  
\$500Bn Global  
Technology Leader**



## Client

A multinational technology company focusing on e-commerce, cloud computing, online advertising, digital streaming, and artificial intelligence.

## Challenges

The client's legacy HR systems forced it to manually manage the daily processes of more than a million employees. The internal service delivery teams used to receive requests via tickets for either individual or bulk changes. These changes were manually keyed in or uploaded to the PeopleSoft system, leading to high volumes of repetitive work, significant waiting times, and errors.

### The client was looking to:



Automate processes to reduce manual intervention



Reduce input defects received in the requests



Reduce processing time and costs



Improve employee experience with smoother processes

# LTIMindtree Solution

Our team of experts analyzed the entire HR technology landscape with 740+ processes, ranked them on a digitization index, and mapped their automation potential against the return on investment.

The team then delivered a phase-wise automation roadmap to realize maximum returns and suggested process improvements to reduce operational costs.

Automated over 25000+ hours of workload, leading to significant cost savings.

Simplified and enhanced employee experience by automating several HR processes and reducing the turn-around time of day-to-day tasks from 9-10 days to a single working day.

## Business Benefits



46% ROI on the cost of operations in the first year of implementation



40+ automated processes minimized human intervention



Improved employee experience and efficiency



Ensured a 40% reduction in input defects from change requests

**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 more than 90,000 talented and entrepreneurial professionals across 30 countries, LTIMindtree — a Larsen & Toubro Group company — combines the industry-acclaimed strengths of erstwhile Larsen & Toubro Infotech and Mindtree in solving the most complex business challenges and delivering transformation at scale. For more information, please visit [www.ltimindtree.com](http://www.ltimindtree.com).