



Brochure

Drive Productivity, Improve Decision-Making
and Manage Risks Proactively with

Delivery Excellence Accelerators

What are **delivery excellence accelerators**?

Delivery excellence accelerators are a suite of solutions using AI and GenAI so you can harness the power of automation to achieve desired outcomes at every stage of a project lifecycle.



The **data challenge**



Organizations today face the challenge of deriving actionable and proactive insights and alerts from vast amounts of unstructured and structured data residing in multiple sources and various forms. This leads to delays in decision-making and actions. There is a need to leverage AI and automation to democratize analytics to leverage this data and harness its potential.

Our accelerators

| Solution name | Overview | Features | Benefits |
|--|--|--|--|
| Aisyhts – Account health insights | Proactive risks and recommendations. Support best practices by summarizing qualitative and quantitative data across various delivery execution parameters and client feedback. | <ul style="list-style-type: none"> • RAG status • Recurring issues and recommendations • Best practices | <ul style="list-style-type: none"> • Automated analysis and early alerts • Faster go green plan • Get upper edge during RFP |
| BGenie | Statstical analysis partner for baselineing and what ifs | <ul style="list-style-type: none"> • Automation of benchmarking process • Whatifs and sensitivity analysis | <ul style="list-style-type: none"> • 75% effort savings • Parameter, domain, project type agnostic |
| Customer feedback analysis | Proactively highlights negative sentiment, issues highlighted by clients and cross-selling opportunities. Co-relation analysis between internal and external feedback. | <ul style="list-style-type: none"> • Sentiment analysis of customer feedback • Helps track customer journey | <ul style="list-style-type: none"> • Improve CSAT • Identify cross-selling opportunities |

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| Obligation navigator app | The auto extraction of contractual obligations from MSA/SOW | <ul style="list-style-type: none"> • UI to feed documents and review or correct obligations • Facility to download the obligations | <ul style="list-style-type: none"> • Auto contract extraction in 10 mins per contract • Increased accuracy and coverage • Human augmented edit |
| eSPá – eService Performance analytics MARS Metric Analysis & Reporting Suite Support data analytics | Trend, predictive and prescriptive analysis for support ticket data | <ul style="list-style-type: none"> • Predictive and prescriptive analytics to identify immediate focus areas • What if analysis and recommendations • Insights and forecasts based on patterns and trends | <ul style="list-style-type: none"> • Productivity savings of 30-35% • Improved decision-making |
| Smart risk assistant | Corrective actions for risks based on the organization's historical data and industry recommended actions | Recommendations based on risks from accounts in the same domain | <ul style="list-style-type: none"> • Improve the quality and effectiveness of risk management • Faster go green plan |
| Ticket data audit | Automated ticket audits based on pre-defined rules | Can be integrated with ITSM ticketing tool using push, pull, or upload mechanism | <ul style="list-style-type: none"> • 90% effort savings • Improved ticket audit coverage |
| PDLC defect data analysis | Identifies top contributing factors based on defect and audit data | Highlights recurring issues and major pain points | Effort savings of 3 hours per request |
| Enterprise risk analysis | Highlights areas of the most occurring risks at an organization level and formulate recommendations based on historical data | Exploratory data analysis and recommendations | <ul style="list-style-type: none"> • Proactive actioning to avert future risks • Helps in focused attention to projects |

Benefits



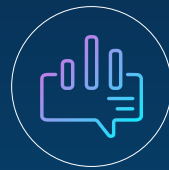
Use cases for delivery teams and leadership



A leading manufacturing account has benchmarked and predicted performance with **75% reduction in effort**



Many infrastructure accounts have integrated data from a ticketing tool to harness insights from ticket data with **25-30% reduced efforts**



Approximately 60% of accounts showed improvement in experience index and net promoter score (NPS) post client feedback analytics



A leading hi-tech account improved their quality of ticket resolution through ticket audit

Contact us

Connect with us at Delivery.Excellence@ltimindtree.com to know more.

About LTIMindtree

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 81,000+ talented and entrepreneurial professionals across more than 30 countries, LTIMindtree — a Larsen & Toubro Group company — solves the most complex business challenges and delivers transformation at scale. For more information, please visit <https://www.ltimindtree.com/>.