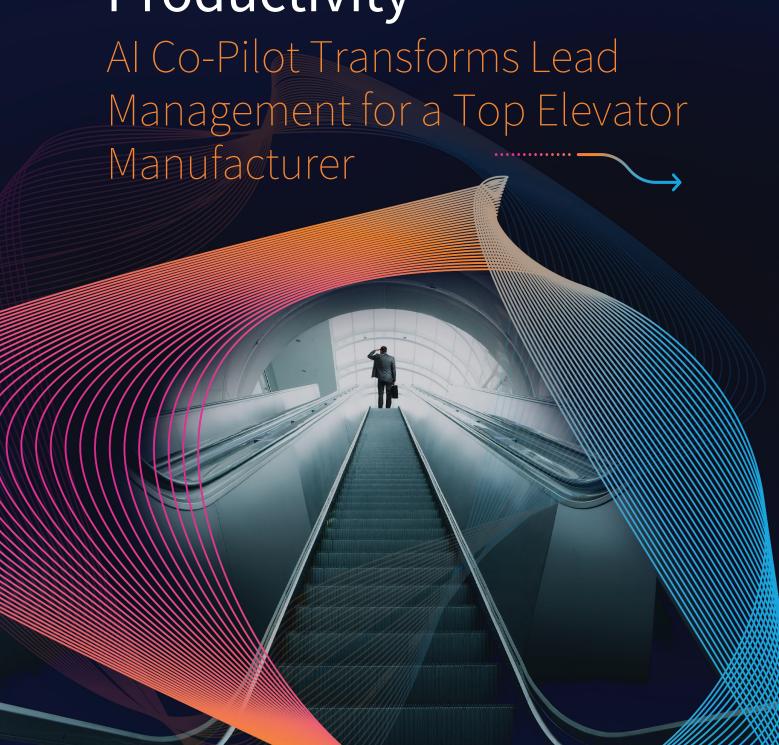


Case Study

Elevated Sales Productivity







Client background

An American company specializing in the development, manufacturing, and marketing of elevators, escalators, moving walkways, and related equipment. The company sought to enhance productivity and ensure consistency in how their sales professionals manage leads, prospects, and opportunities.



- Sales professionals faced difficulties in maintaining productivity and uniformity in their responses to leads and opportunities
- The existing system lacked sophistication and consistency in handling sales communications, affecting overall efficiency







Our work

- Implemented a Generative AI Co-Pilot for over 7,200 users to streamline responses and enhance productivity
- Customized the Co-Pilot to provide relevant information that sales executives frequently need
- Established a Center of Excellence (CoE) to explore future use cases and innovations with Generative AI



Microsoft Dynamics 365 CRM & Sales Co-pilot



Business benefits

- Provided quick, standardized responses to sales leads and opportunities, ensuring consistent communication across the team
- Enabled sales executives to prepare for meetings more efficiently and update meeting records in real time, improving overall productivity



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/.