

**INDUSTRY****Energy & Petrochemicals****Delivering benefits across the value chain****BUSINESS BENEFITS****YEAR-ON-YEAR COST SAVINGS**

- Cost savings beyond labor arbitrage (e.g., 5-10% FTE reduction for application support)
- Cost reduction through process improvements, tools, automation (e.g., introduction of tools resulted in reduction in support FTE by 80% in Customer Data Master)
- Reduction in the ticket count and resolution time through trend analysis

BUSINESS INNOVATION

- Dedicated engagement COE serves as a 'lab' for our client
- Real-time data capture and integration with enterprise business systems
- Optimization of refinery processes
- Asset information capture and integration

AGILE, FLEXIBLE SUPPORT

- Quick ramp-up (e.g., global team of 250 consultants put together in 6 weeks for a strategic project)
- 30:70 onsite-offshore ratio with 24x7 support
- 40% ramp-up of resources in maintenance and 60% in new projects

L&T Infotech has an enduring relationship with a Fortune10, integrated oil company that serves multiple business units and delivers a wide spectrum of benefits.

THE CLIENT

Our client is one of the world's leading oil companies. Based in the US, their activities span Oil & Gas exploration, refining and marketing of oil, lubricants, fuels, petrochemicals and power production businesses.

THE CHALLENGE

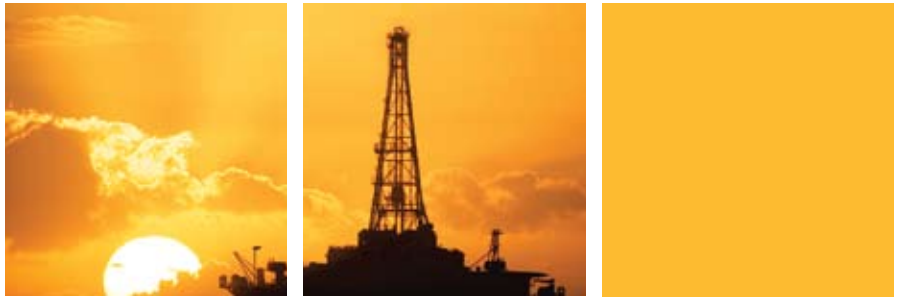
The client was seeking a relationship that would reduce long-term costs, raise productivity and leverage IT to drive innovation.

THE SOLUTION

Beginning with a project for application development and maintenance, our relationship has evolved to encompass all critical business areas, including upstream, downstream, corporate functions, financials and HR.

Using an onsite-offshore model, we provide development and support services for enterprise-wide applications. This includes:

- Services for a global ERP rollout, deployment and support (SAP, JDE)
- Development and support for Microsoft applications, including SharePoint
- Infrastructure support including server monitoring



A dedicated Center of Excellence for our client allows us to focus on their requirements and develop innovative solutions for business advantage. Other highlights include a well-defined change management and responsibility matrix and quick ramp-up of resources for new projects

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For further information visit www.Lntinfotech.com

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