



INDUSTRY

Media & Entertainment

Application maintenance and support services for a leading film producer in US

THE BENEFITS

- Lower maintenance and support costs associated with the application portfolio by 50%
- Increase maturity and discipline supporting the application portfolio
- Increase productivity and synergies across the application portfolio
- Continuous process improvements through periodic reviews

L&T Infotech worked with a leading film producer in the US to lower maintenance and support costs associated with the application portfolio by 50%.

THE CLIENT

A leading film producer, distributor, media and entertainment conglomerate based in the US.

THE CHALLENGE

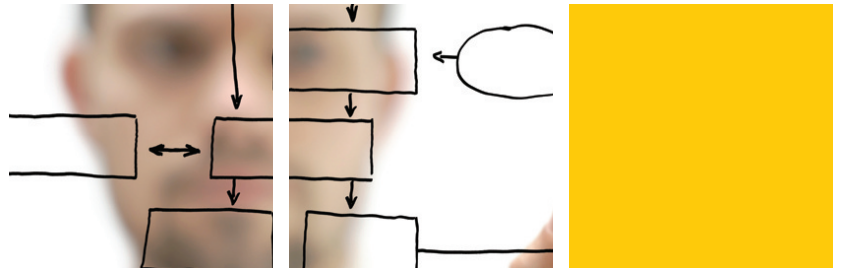
- Application development and maintenance services for various applications like ERP¹, Hyperion, Content Management, EAM², Contract Tracking, CRM³, DRM⁴ (Television Sales Administration), Materials tracking
- Three levels (L1,L2,L3) of support
- Safeguarding Intellectual Property
- Stabilizing operations and processes to meet SLA compliance
- Optimize support operations and resources to give productivity benefits and technical value adds
- Provide innovative solutions after having gained deep knowledge of clients business and IT application landscape

THE SOLUTION

- ITIL tools for maintenance and support services
- Grouping applications into four towers
- Rapid application-group-wise transition
- KPI based performance management
- Deployed SLA management tools to ensure all SLAs are met
- Provided in-house engagement tools, project management tools and other tools for code reviews and change impact analysis

Key

1. Enterprise Resource Planning
2. Enterprise Asset Management
3. Customer Relationship Management
4. Digital Rights Management



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