



American Multinational Energy Company positioned to become Customer-Centric Organization with L&T Infotech's Service Cloud Solution

Client

An American Multinational Energy Company

Challenge

- Create efficient Economic Model to capture and analyze financial data
- Refine and decentralize the approach in managing Rebate Management Processes
- Achieve Data Transparency across applications

Solution

- Transferring Unbranded Economic Model into Salesforce.com
 - Efficient Financial Data capturing & analytics.
 - Eliminate old Excel model downloads and SFDC import/export, along with the frustrating errors.
- Implementation of Aptus Contract Management Suite
 - Flexibility in customizing Business Processes.
 - Efficient in storing contract data & program custom workflow through Contract Lifecycle Management Application.
- Service Cloud Implementation
 - Tracking and solving customer issues across various business areas.
 - Case Creation managed by Queuing Management.
 - Centralized management of discounts and offers.

Business Benefit

- Decreased turnaround time for customer query resolution due to better case management.
- Reduced efforts in Contract Management and ease in Information Management for contracts throughout their lifecycle.

About L&T Infotech

L&T Infotech (NSE: LTI) is a global IT services and solutions provider with presence in 22 countries. We solve complex business challenges at the intersection of digital and physical world with our real-world expertise and extreme client centricity. We help clients create better customer experiences, transform processes and build new businesses.

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