Client

The client is an American Multinational Medical Devices, Pharmaceutical and Consumer Packaged Goods Manufacturer.

Challenge

The client utilizes state-of-the-art Business Intelligence tools for its operations and analytics. There was an increasing need for the client's technology office to cater to diverse & changing business needs. Accumulation of data and the inability of technology to support various business needs, were factors hampering the client's business.

Solution

L&T Infotech established a BI Center of Excellence (CoE), which offered a fully integrated solution, providing customer connectivity, supply chain integration & common dashboards to the client. The solution enabled sharing of best practice processes & technologies across the region, empowering client with quicker decision-making and enhancing customer experience.

The client named L&T Infotech as its Strategic BI Service Provider after establishment of the BI Center of Excellence.

Benefits

- Implemented Data Lake for collecting data from various enterprise systems
- Reduced Time-to-Market by Automation and Process Improvements
- Implemented System Health Dashboards
- Automated resolution of Tickets and Service Requests
- Led to significant increase in Productivity
- Helped in Cost Optimization
- Streamlined Processes

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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