

LTI's Salesforce Practice

At LTI, we ensure that our clients stay at pace with the rapidly changing business scenarios and technology advancements, through our offerings. Our partnership with Salesforce enables us to develop the most innovative, agile and highly effective solutions for our clients' complex business needs.

25+

Global Enterprise Engagements

10

Global Development Centers across 4 continents

Key Offerings



Customer Lifecycle Management



Quote-to-Cash



Contract Lifecycle Management



Lightning Migration



Legacy Modernization



Center of Excellence

Services

Advisory | Change Management
 Business Process | Integration
 Security | Robotic Automation
 Testing | Business Case | Data Migration

Cloud

Sales Cloud | Marketing Cloud
 Service Cloud | Community Cloud
 App Cloud | Wave Analytics | Thunder

Business Outcomes

- **150%** Revenue increase due to increased productivity and integrated systems
- **33%** Improvement in Lead Conversion
- **30%** Reduction of Non-core Activities
- **28%** Defect Reduction
- **15%** Maintenance Savings
- **23%** Decrease in Cycle Time

Tools & Accelerators

Enabling time-to-market and business value



Process Libraries

Industry-specific business process libraries that assist in initiating the discovery phase leading to robust design.



UX Framework

Lightning ready framework for UI/UX transformation marrying industry standard UX principles, with robust Lightning design.



Jukebox™ for Salesforce

Accelerate the test design process through functional object maps and emulation of high level business scenarios, thus acting as an effective tool in verifying the requirement, domain coverage and the business process.



License Optimizer

Helps businesses gain complete visibility into their SF license spend, thus empowering IT to make informed decisions, and providing a better ROI for business.



DevOps for Salesforce

An action-oriented execution model for rapid delivery and increased Business-to-IT connect.



Mosaic Decisions

Deliver business outcomes through data-driven analytics and real-time actionable insights, with simplified data orchestration powered by industry-specific accelerators.



Migration Toolkit

Data ingestion/ enrichment through pre-built Data Connectors for files, RDBMS and APIs.



Smart Service

Field service 2.0 with on the go inventory updates, intelligent scheduling of service reps, integrated NLP capability empowering service reps for faster and better query resolution.



Intelligent Sales Suite

Smart assistance through NLP for logging lead info, setting meetings & reminders and triggering alerts, notifications allowing the Sales to team to spend more time selling effectively.

LTI's comprehensive business outcome-driven salesforce offerings are helping craft success stories

- Predictive Marketing
- Guided Sales
- Actionable Analytics
- Assisted Service
- Intelligent Communities
- Smart Apps
- Unified Commerce
- Connected Products



Sales
COE



Marketing
COE



Platform
COE



Service
CoE



Community
CoE



Analytics
CoE



Apttus
Quote-to-Cash CoE

Case Studies

Case 01

Enhanced order management through integrated pricing & contract management solution

Client

Leading manufacturer & distributor of heating, ventilating and air conditioning (HVAC) systems

Challenge

Legacy CRM and disconnected CPQ systems leading to increased cost, poor sales and service performance

Solution

- Global Lead-to-Cash Transformation
- Continuous integration for orders (ERP) and Booking Process
- Implementation of Contract Lifecycle Management

Benefit

150% revenue increase due to increased productivity and integrated systems

Case 02

360° customer view to boost Sales and increased collaboration between Sales, Marketing and Proposal groups

Client

World's leading supplier of water services primarily focused on potable water plants and sewage/ waste water treatment

Challenge

Disjointed Sales & CPQ processes across business units leading to below potential sales

Solution

- Streamlined Sales & Marketing processes across different business units and geographies
- Advanced quotation capabilities achieved by managing different product lines
- Rationalized complex integration architecture & designed for strong data foundation

Benefit

Reduction in Sales team efforts spent on quotes, leading to improved efficiency & productivity

Larsen & Toubro Infotech (NSE: LTI) is a global technology consulting and digital solutions company, helping more than 250 clients succeed in a converging world. With operations in 27 countries, we go the extra mile for our clients and accelerate their digital transformation with LTI's Mosaic platform, enabling their mobile, social, analytics, IoT and cloud journeys. Founded 20 years ago as the information technology division of the Larsen & Toubro group, our unique heritage gives us unrivaled real-world expertise to solve the most complex challenges of enterprises across all industries. Each day, more than 20,000 LTIites enable our clients to improve the effectiveness of their business and technology operations, and deliver value to their customers, employees and shareholders. Find more at www.Lntinfotech.com or follow us at @LTI_Global