



Let's Solve

Case Study

Enhancing employee
collaboration for Australian Financial Firm



A Larsen & Toubro
Group Company

Client

Australian Financial Firm

Challenges

The client wanted to enhance employee experience by improving collaboration within their organization.

LTI Solution

LTI adopted a design thinking-led approach to understand the collaboration needs of various teams at the client's organization.

- Multiple personas, empathy maps, journeys and user stories were created
- Analyzed current experience and accordingly designed future state
- Identified collaboration challenges in day-to-day activities

Business Benefits Delivered

- In depth analysis of employee experience
- Roadmap for overall employee experience enhancement

Highlights

- Analyzed collaboration needs of 40 personas in the organization through user sensing sessions
- 260+ collaboration challenges uncovered

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