



Let's Solve

Case Study

Employee Experience Enhancement
for US-based Midstream Company



A Larsen & Toubro
Group Company

Client

US-based Midstream Company

Challenges

In the digital world, people are used to a high level of user experience in their personal life and expect the same in their professional environment as well. Keeping in sync with the evolving trends, the client sought to enhance employee experience by providing personalized, humanized experiences. The task was to conceptualize and execute a chat bot that would assist employees in finding the right policies based on their queries.

LTI Solution

LTI adopted a design thinking-led approach to conceptualize the bot. Solution approach:

- User sensing sessions to identify needs
- Natural language processing and artificial intelligence-enabled bot
- Employee feedback integration
- Personalized communication
- Deployed on Facebook Workplace

Business Benefits Delivered

- Policies spanning across support services covered
- Interactive bot to enable employees find the right policies to their queries
- Integration of employee feedback to enable continuous improvement

Highlights

- 100+ Policies implemented in the pilot phase
- Policies span across HR, IT, Supply chain, Travel and expenses and more
- Real-time reporting of bot's popularity and employees' feedback

LTI (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 Limited, our unique heritage gives us unrivaled real-world expertise to solve the most complex challenges of enterprises across all industries. Each day, our team of 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.Ltinfotech.com or follow us at [@LTI_Global](https://twitter.com/LTI_Global)

info@Ltinfotech.com



A Larsen & Toubro
Group Company