



Let's Solve

# Case Study

Improving employee productivity  
for one of the most innovative technology  
companies



A Larsen & Toubro  
Group Company

## Client

Multi-National Technology Company

## Challenges

The client had too many collaboration platforms running within the organization. The task was to understand user challenges to standardize on a collaboration platform and solve the problem of plenty.

## LTI Solution

LTI adopted a design thinking led approach to understand the collaboration needs of various teams at client's organization. Multiple user journeys were mapped to understand current experience and design future state.

- Designed and analysed 6 personas
- Mapped 'day in the life' for multiple profiles across teams
- Identified pain areas with respect to collaboration

## Business Benefits Delivered

- Targeted productivity benefits of ~ USD 20Mn
- Roadmap for overall employee experience enhancement

## Highlights

- Coverage of ~50k employees
- 20+ User Journeys mapped
- 50+ empathy maps created

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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 LTItes 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](http://www.Ltinfotech.com) or follow us at @LTI\_Global

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