



Let's Solve

Case Study

SAP Solution Manager COE to improve Application Life cycle Management services for SAP Environment, for US-based Multinational Medical Devices, Pharma & CPG Manufacturer



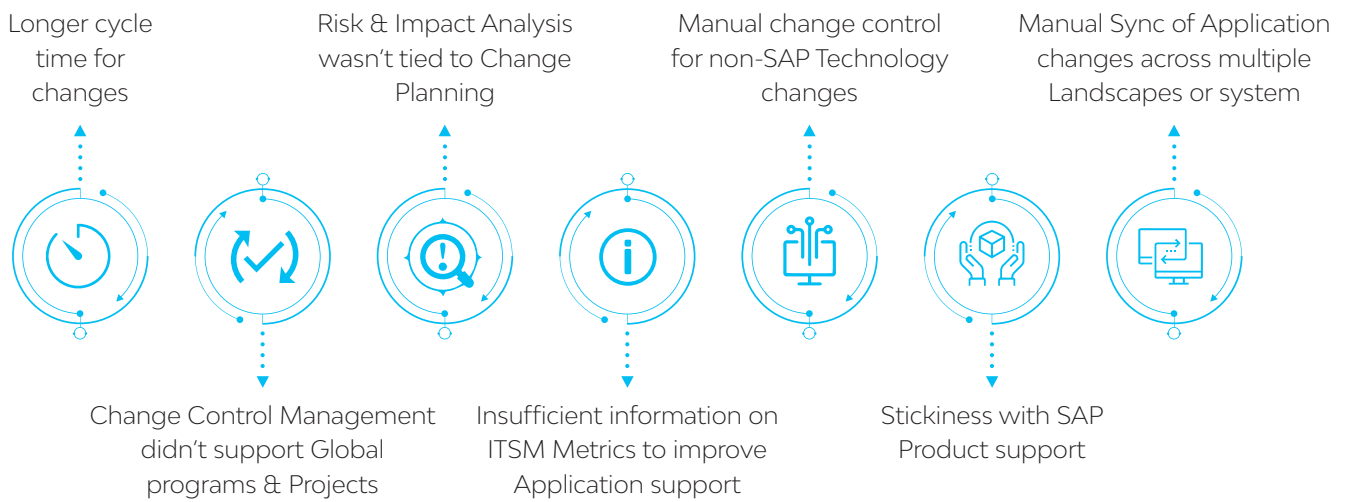
A Larsen & Toubro
Group Company

Client

The client is a US-based Multinational Medical Devices, Pharmaceutical and Consumer Packaged Goods Manufacturer.

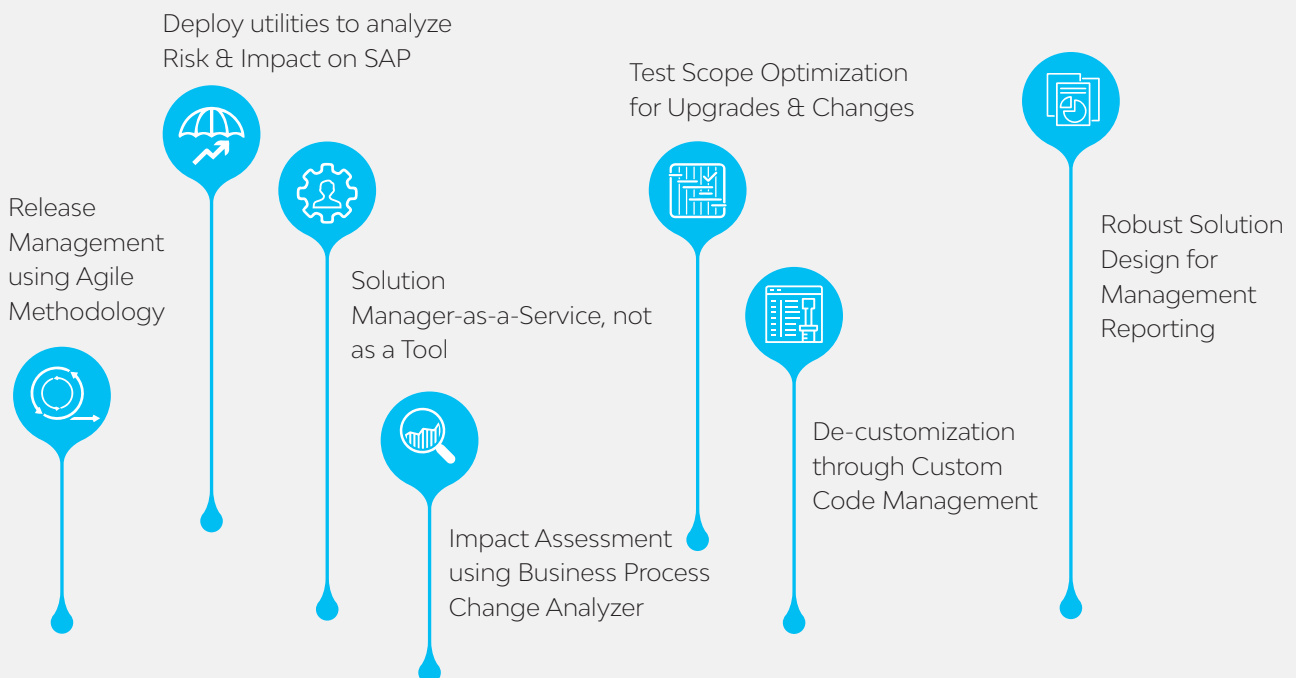
Challenges

Technical constraints and Competency Issues to maintain ERP Applications posed following challenges to the User community, who manages the six phases (Requirement, Design, Build & Test, Deploy, Operate, Optimize) of Application Life cycle Management for IT.



LTI Solution

We established a COE with **DevOps Model** & One-stop-shop for all ALM needs of the platform. This enabled us to apply best practices across the SAP SolMan services, and 'Transform' it into an agile, highly productive and cost-effective service.



Business Benefits Delivered



Incident Management

20% reduction

in Incidents &

54% reduction in MTTR

Incident backlog

reduced from

35% to 15%

Saved 250

Manhours/month/Platform

through Automation



Service Request Management

Average fulfillment days

were reduced from 33 to 8 days

Pricing calculators

deployed for all Services



Project Execution

Project costs optimized

50% reduction

Test Effort Reduction for

Upgrade and Releases

LTI (NSE: LTI, BSE: 540005) is a global technology consulting and digital solutions Company helping more than 300 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 in 1997 as a subsidiary of 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 24,000 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

