



Let's Solve

Case Study

Operational Transformation Using AIOps

Global Media Conglomerate



A Larsen & Toubro
Group Company

Client

A New York based American multinational mass media conglomerate focused on film and television. It is one of the world's largest broadcasting, cable, and media company in terms of revenue.

Business Objectives

The client, under a managed services contract for infrastructure services, was dissatisfied with the existing service provider due to stagnant quality of support, lack of innovation and inferior/ deteriorating end user experience.

Key expectation from new vendor included:

Reduced cost of operations

Next Gen operations

Digital enablement

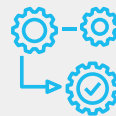
Enhanced end user experience

What LTI Did

Post transition of services, LTI executed a series of interventions as part of the "Amplified Outcomes" support model.



Tool Rationalization – optimization of tools, threshold and alerts implementation of advanced event correlation for alert noise elimination



Converged Operations – Fully automated L1 ticket handling and cross-skilled L2 support team for faster incident management



AI-based Automation – AI-based self-healing and guided automation across all infrastructure towers



Service Management Enhancement – Enriched CMDB, Service Integration team, Deployment of service improvement and customer experience KPIs



Service Dashboards – Realtime view of health of critical business processes and services (Hubble Dashboard)

What Was Achieved

In eight months of engagement, the following outcomes were achieved:

65% reduction in alerts

50% reduction in MTTR

40% reduction in MTBF

70% reduction in
P1 Tickets

25% increase in CSI

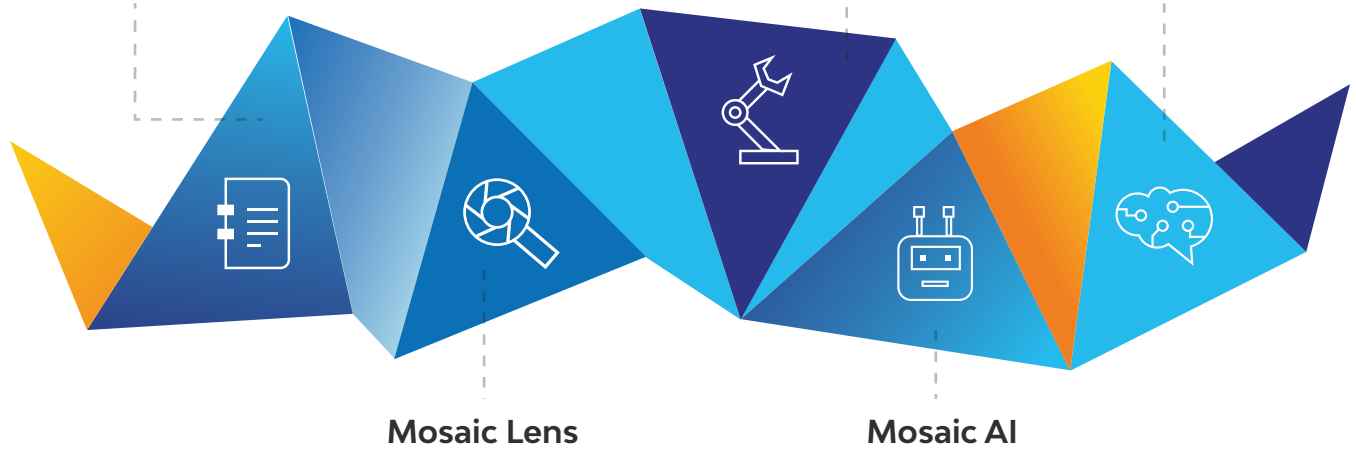
30% reduction in TCO

Our Enablers

Mosaic Catalog

Mosaic Automation

Mosaic Decisions





LTI

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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 30 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 26,000 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.Lntinfotech.com or follow us at [@LTI_Global](https://twitter.com/LTI_Global)

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