



Let's Solve

# Case Study

Improved Elevator Performance  
and Enriched Customized  
Service for Building  
Technologies Provider



A Larsen & Toubro  
Group Company

## Client

One of the leading manufacturers of products in numerous areas, including aerospace systems, HVAC, elevators & escalators, fire & security, building systems, and industrial products.

## Challenges

- A lack of holistic view for managers and supervisors to view task allocations.
- Multiple solutions for job workflow, timesheet booking & billing, etc., thus increasing the average cost of servicing and TAT.
- Unscheduled callbacks and lower profits - As service contracts were SLA-driven, any unscheduled callback had cost implication on the client.

## LTI Solution

- LTI helped client identify opportunities to create business value for their customers.
- It adopted a "Mobile First" approach, enabling client to achieve their business objective, and optimize people deployment process right in the first instance.
- LTI leveraged smart, connected elevators, IoT and Big Data, for fault detection & anomaly prediction.
- It developed mobile solutions for technicians across the globe, to enable streamlined repairs and minimize service disruptions.

## Business Benefits Delivered

- 25% increase in the productivity of field engineers.
- 25% reduction in operations spend.
- Elimination of ~600 hrs/month of data entry time and paper-based submissions.

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