Case Study
Improved Elevator Performance and Enriched Customized Service for Building Technologies Provider
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.

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

info@Lntinfotech.com