



Let's Solve

Case Study

IT Ops Transformation for Global
Leader in Beauty Products



A Larsen & Toubro
Group Company

Client

The client is French personal care company headquartered in Paris. It is the world's largest cosmetics company specialized in hair colour, skin care and other beauty products.

Challenges

The Engagement Scale spanned across 59 countries, 16,000+ users, 9 Languages, 17 SAP platforms & 24 service catalogues. The client wanted to:

- Accelerate transformation by strengthening process industrialization and automation
- Improve service quality and reduce risks
- Cost control
- Secure competency management

LTI Solution

With a process mining tool, LTI designed an operating model based on following dimensions:

Transition

- Flexible transition plan factoring zone-specific complexity
- Accelerated Transition leveraging LTI Mosaic Profiler tool

Industrialized Approach

- Industrialized Service line-based Delivery Model with Distinct KPIs
- Multilingual Operation Command Centre with bilingual workforce supporting 9 languages
- Progressive transformation model to deliver Locally, Manage Zonally, Control Globally

Pragmatic Automation & Innovation

- LTI Mosaic automation platform to eliminate manual work and decrease time-to-market
- Delivering continuous excellence with Business-led Innovations

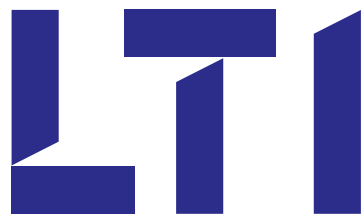
Customer Centricity

- Persona-based support and cultural alignment
- Comprehensive change management plan right from transition stage

Business Benefits Delivered

We are delivering Amplified Outcomes with "Operate to Transform" model:

- **Do Less: 13%** Reduction in work volume with pragmatic automation. 30% incidents resolved at first contact.
- **Do Fast: 20%** reduction in MTTR. **80%** Reduction in User Provisioning.
- **Do More: 15%** User productivity improvement in procurement cycle to process insight and statistics tool.
- **Do Better: 26%** MTBF improvement in Warehouse Management Process.



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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 27,000 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 or follow us at @LTI_Global

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