



Let's Solve

Case Study

Intelligent Operations & Innovation
with Business Adoption and System
Reliability for European Utility Major



A Larsen & Toubro
Group Company

Client

The client is a French transnational company with activities in three main service and utility areas- water management, waste management and energy services.

Challenges

The engagement scale spanned across 16,000 users globally, SAP Landscape with 130+ Instances, 220 Virtual Machines, 200+ interfaces, and a Multivendor platform support environment. The client wanted to achieve:

- Cloud Migration-enabled Operational Excellence and Innovation
- Business Adoption
- System Reliability
- Global cost reductions
- Greater visibility on performance
- Horizontally scalable solution

LTI Solution

We built a next-gen AMS model to deliver amplified outcomes for the client.

Key highlights:

Transition

- **Accelerated Transition** leveraging LTI Mosaic Profiler tool
- **Silent Transition** from multiple incumbent vendors

Intelligent Operations

- **LTI Mosaic Automation Platform** for operational improvement including cloud orchestration, cognitive end-user assistance and proactive problem management.
- **Improved Productivity:** Proactive Problem Management and Industrialized & visible Demand Management.
- **Agility & User Satisfaction:** Factory Model, activity-based & agile development.

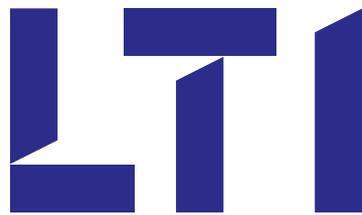
AWS Cloud Migration

- **Future-ready platform:** Complete Infrastructure build & data migration to AWS cloud in 6 months.
- **Converged Operations** with Hyper Automation and Cognitive tools to improve reliability.

Business Benefits

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

- **Do Less:** 58% Incidents prevented by Converged Operations Command Center.
- **Do Fast:** 60% reduction in MTTR (Mean time to Resolve) with deep analysis and guided resolution.
- **Do More:** 10% improvement in persona productivity with automation in company code creation process.
- **Do Better:** 99.9% System Availability with AWS cloud platform, 20% Incident Elimination through Proactive Problem management.



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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](https://twitter.com/LTI_Global)

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