



Let's Solve

# Intelligent RPA Accelerates

HR Function for US-based  
Ecommerce Giant



## Client

A US-based multinational company focused on Ecommerce, cloud computing and digital media services. Its operations span 61 countries and has 65,000 employees.

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## Challenges

**The client's HR services management was facing several challenges:**

- **1.9 million** tickets generated per year
  - **1,000+ employees** recruitment processed per year
  - Highly repetitive, data-intensive tasks
  - Multiple manual touchpoints making the process slower and more error-prone
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## LTI Solution

LTI leveraged its Accelerated Process Discovery Framework and Innovative Execution model to achieve substantial operational efficiencies, with Intelligent RPA. We conducted a multi-lens process discovery to automate processes that:

- Were critical in the business value chain
- Repeatable & extensible
- Had high TCO & Impact on the value chain
- Would drastically reduce the turnaround time

## Our **3 Step Approach** for Automation



### **Identify**

Out of 740 processes, we identified 318 critical processes using Operational Cost Lens & shortlisted further to 182 with Digitization Index



### **Prioritize**

The identified 182 processes were then further prioritized based on ROI Analysis & Micro Lens - finalizing 40 processes best fit for automation



### **Implement**

Phase-wise implementation using key digital levers viz. Robotic Process Automation and Digitization (Webforms & Workflow Approvals)

- We leveraged our Pod execution model to handle demand the spikes. In this model, a cross-functional and multidisciplinary team (Pod) with complementing skillsets and experience delivers design, build, test, deploy, and project management services.
- Smart forms were created to provide the end-customer a better user experience, with easy navigation and user-friendly templates.

## Business Benefits

Our Intelligent RPA approach led to huge time & effort savings, with bots handling mundane activities, enabling HR to focus only on complex cases.

### **The following benefits are expected over the next few years:**

- Efficiency yield of 129 FTEs
- 46% ROI within 5 years
- 40% reduction in input defects

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LTI (NSE: LTI, BSE: 540005) is a global technology consulting and digital solutions company helping more than 420 clients succeed in a converging world. With operations in 32 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 30,000 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](http://www.Ltinfotech.com) or follow us at [@LTI\\_Global](https://twitter.com/LTI_Global)