



Let's Solve



A Larsen & Toubro
Group Company

5X Improvement in SSC Productivity Leveraging the Power of Automation



Client

Our client is a leading construction & renewable energy company with over 50,000 employees worldwide.

Challenge

Owing to its large size, the organization founded a Shared Services Center (SSC) to process salaries and employee benefits for its employees. Because of the sheer volume of work, SSC faced several challenges due to manual and repetitive tasks; some of which were:

- Manual allocation of invoices resulting in missed SLAs and multiple errors
 - Misplacement of documents and delays in processing
 - Varied customer experience
 - Low productivity and high attrition
 - Multiple ERP systems resulting in low speed and accuracy
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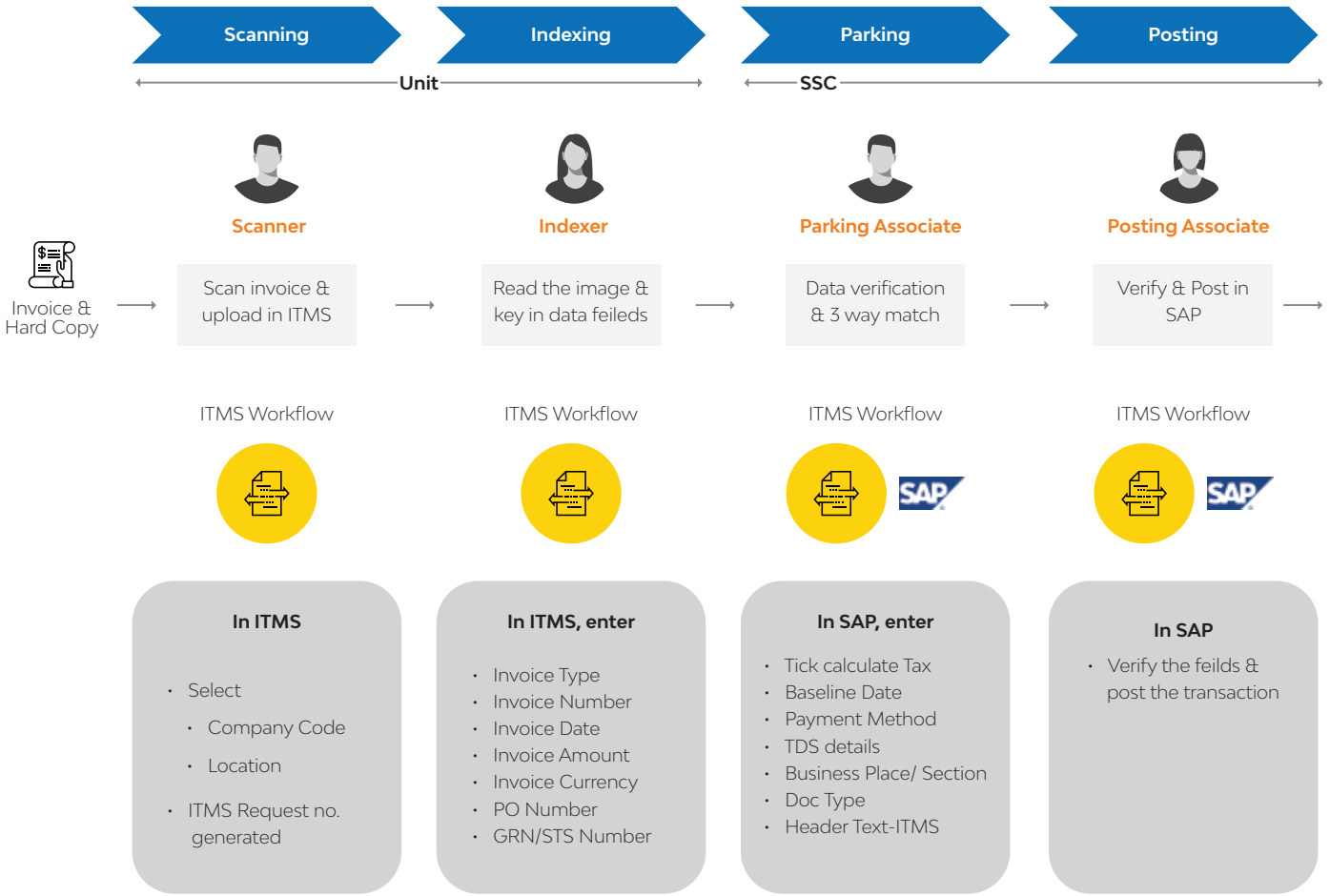
LTI Solution

LTI leveraged its Accelerated Process Discovery Framework to shortlist the right candidates for automation. Finance function was the first to be chosen to begin its automation initiative. The processes shortlisted

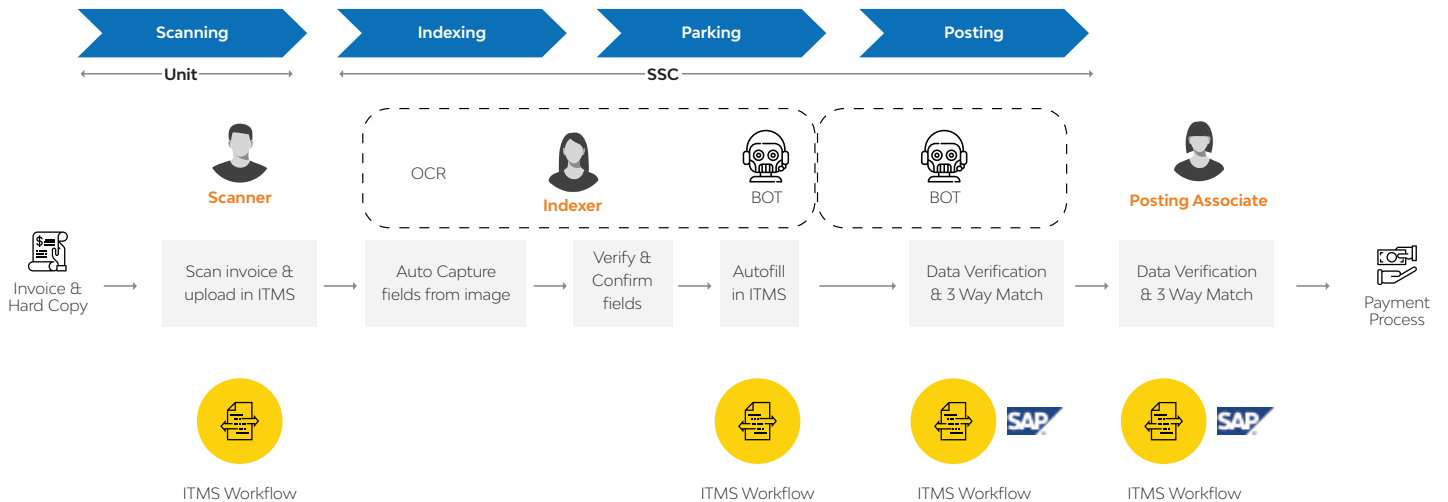
- Were critical in the business value chain
- Were repeatable & extensible
- Had high TCO
- Would drastically reduce TAT

RPA was chosen as the ideal digital lever to start with. **Advanced OCR** was used to auto-capture the fields from different images which the bots used to autofill in the ITMS. LTI's **Intelligent Bot Governance Dashboard** enabled the client to get a unified view of 3 critical aspects viz. Business, Operations & IT and take better strategic decisions.

Vendor Invoice Processing Before:



Vendor Invoice Processing after leveraging Intelligent RPA:



Business Benefits

- ✓ 5X productivity and decreased TCO
- ✓ Enhanced customer experience
- ✓ Significant improvement in TAT
- ✓ Lower attrition rate, higher job satisfaction
- ✓ 100% elimination of errors due to manual intervention
- ✓ Better strategic decisions owing to automated dashboards

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 or follow us at [@LTI_Global](https://twitter.com/LTI_Global)