



Let's Solve

# Case Study

HR Solution Implementation for  
US-based Media &  
Entertainment Conglomerate



A Larsen & Toubro  
Group Company



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## Client

The client is an American premium cable & satellite television network. It is the oldest and longest continuously operating pay television service (basic or premium) in the United States, having been in operation since 1972.

## Challenges

- Multiple instances of highly customized near end-of-life Parature tool
- Legacy customization added complexity to HR processes along with legacy infrastructure
- Lack of standard processes and higher maintenance costs
- No visibility into global HR performance metrics

## LTI Solution

- **Modules implemented:** ITSM, ITAM, HR, Custom Apps
- **Approach to solution:** LTI proposed a joint workshop with all stakeholders, which helped in optimizing the solution and the time taken to arrive at it.
- **Approach to User Experience:** LTI used DeLIP (Design Led Idea for portal enablement) framework and involved Design thinking Practice for ideation sessions with stakeholders to develop User Portal interface, behaviors of components for a rich end user experience.
- **Integrations:** The client had a very densely connected and complicated enterprise system. We used rigorous working sessions with all the business owners as well as application owners and technical leads to design a HR system which is constantly in sync. Below is a snap of all systems included
  - Authentication: LDAP
  - Onboarding System: Workday
  - Middleware: Informatica
  - Location mgmt. database: Archibus

## Business Benefits Delivered

- 30% faster onboarding new hires through automation
- 100% effective tracking of channel outages with replacement of end-of-life Parature with ServiceNOW ITSM platform
- Intuitive and user-friendly UI
- Real-time integration with external systems viz. Workday, as against previously done over-night batch jobs
- Retirement of legacy tool and implementation of HR process in latest cloud-based tool

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