



Let's Solve



## 88% Improvement in Response Times for Desktop Support

A leading American material handling major required desktop engineering support for its complete end user base and LTI took over the operations from its in house team to deliver tangible results and superior support in record time.



A Larsen & Toubro  
Group Company

## Client

A leading American manufacturing major with over 10,000 employees and businesses spread across more than 30 countries.

## Business Challenges

An obsolete fleet of end user devices complicated support operations



EUC services were required for remote sites as well where the client was unable to provide manned positions for support



Outdated CMDB with heavy reliance on tribal knowledge meant that there was very little standardization in ticket handling

## Solution Highlights

- ✓ Centralization and Standardization of support operations across the organization with the ability to offer remote support for users across sites
- ✓ Extreme Automation to reduce repetitive support tasks, reporting and SOX compliance
- ✓ Process improvement and deployment of KM tools with lifecycle management and usage analysis

## Business Benefits

**55%**

Reduction in incident and service request backlog

**85%**

First contact resolution rate

**78%**

Improvement in mean time to resolution

**88%**

Improvement in mean time to respond

**12%**

shift-left gain by automating 2957 service tickets

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