

**LTI**

Let's Solve

# LTI's Intelligent Digitalization (iDz) Solution



A Larsen & Toubro  
Group Company

# LTI's iDz Solution: Accelerating enterprise digital transformation with AI and Automation

Digital transformation has brought forth a paradigm shift in conducting business as usual. As organizations strive to constantly deliver a superior customer experience with innovative solutions at optimal costs, implementing an enterprise wide digitalization strategy has become all the more important.

While digitalizing paper based processes still remain the topmost priority of many industries as they grapple with high Turn Around Time (TAT) and escalating Total Cost of Operations (TCO), identifying and harnessing the value of information stored within physical documents and structuring content from disparate sources spread across the organization is taking precedence.

LTI's iDigitalization (iDz) is a comprehensive solution that automates workflows, digitalizes enterprise-wide business processes and contextualizes content, building an intelligent, connected enterprise. Embedded with AI/ML features, iDz truly redefines digital transformation with enhanced business process and content management offering that elevates business application capabilities

# iDz Capabilities

LTI's iDz solution is built to create a long-term foundation of having an integrated platform for performing key business functions. This will help us automate the day-to-day office activities on the digital platform, eliminating movement of paper & file in the physical form and processing business documents faster.

Powered by IBM Cloud Pak for Automation, iDz is equipped with intelligent data extraction, RPA bots, cognitive search capabilities and workflow automation, making the solution truly digital. It's key solution components include:



## Artificial Intelligence/ Machine Learning

(automated, faster and judgmental decisions)



## Intelligent Content Services

(Gather business process with critical insights)



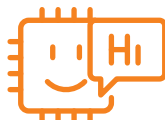
## API

(Expose the internal operations to external parties)



## Omni Channel Integration

(Mobile and other smart devices)



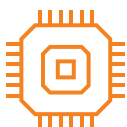
## iRPA

(Automate manual Task)



## BPM

(Workflows)



## ESB/Microservices

(Integrations)



## Intelligent Extraction (OCR) and Classification

(Scanning, Auto capture of meta data, indexing, storing, retrieving, archiving)



## Citizen Integrator

(Easy-to-build workflows and processes)

# iDz Key Features



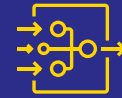
AI/ML Services



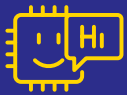
Manage business decisions



Smart reports/  
Dashboards



Workflow automation/  
Case management



Conversational Bot



More than 150  
pre-built processes



Intelligent extraction  
(OCR) and  
Classification



Single Sign On



Access and approve  
on-the-go



Highly secure  
(authentication,  
Audit trail, logging)



Active Directory  
integration



Support for digital  
signatures



Intelligent content  
services



Bots for tasks  
automation



Pre-built Integration  
with SAP/RPA & API  
-based integration



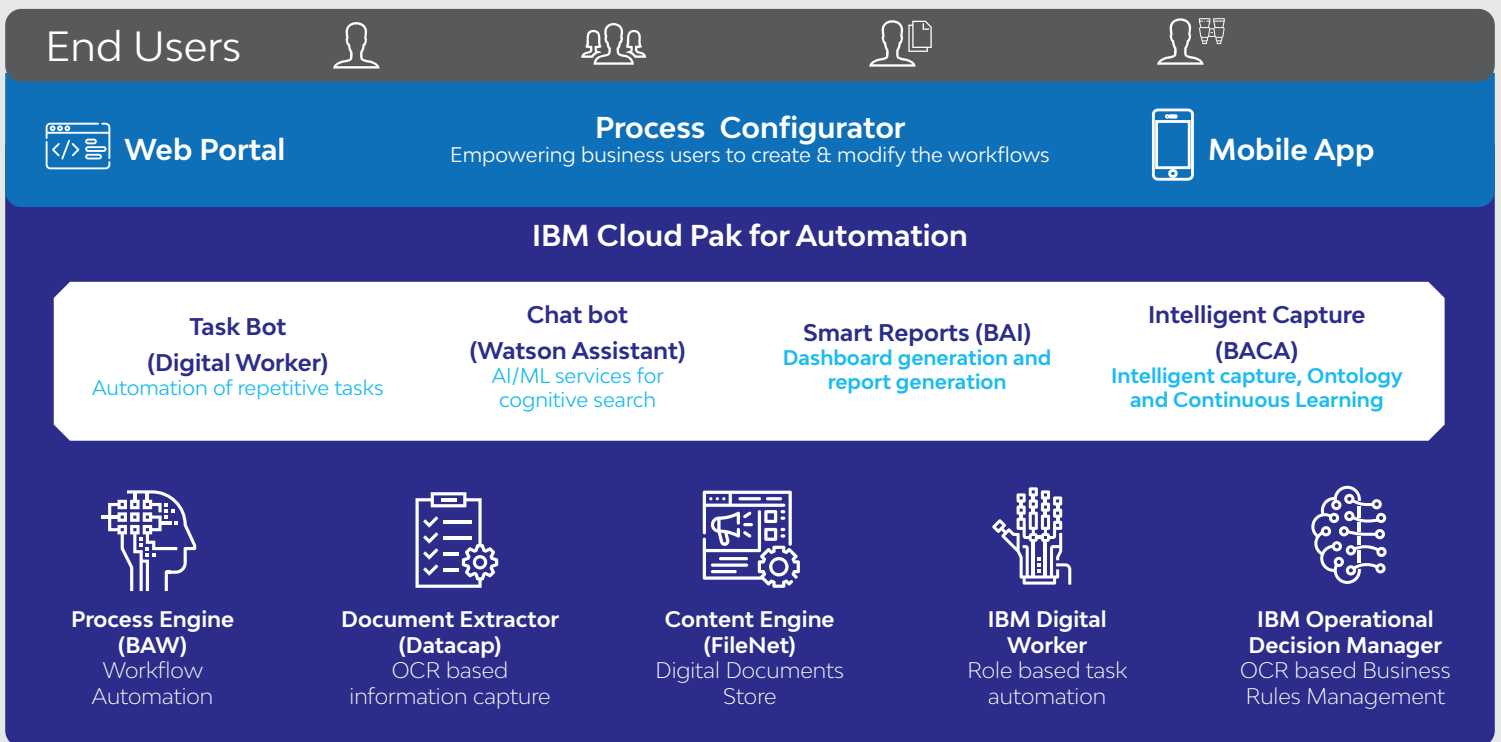
Simple and easy-to-  
use interface

The solution covers more than 150 pre-built across domains. Some of these are listed below

- |                            |                        |                          |                             |                            |
|----------------------------|------------------------|--------------------------|-----------------------------|----------------------------|
| ▶ Budgeting and Control    | ▶ Material management  | ▶ Finance and Accounts   | ▶ Legal                     | ▶ Inspection               |
| ▶ Monitoring and Reporting | ▶ Audit and Compliance | ▶ Employee Lifecycle     | ▶ Correspondence Management | ▶ Case management          |
| ▶ Manufacturing            | ▶ Human Resources      | ▶ Sales and Distribution | ▶ Supply Chain              | ▶ Research and Development |
| ▶ IT Services              | ▶ Administration       | ▶ Facilities             | ▶ Marketing                 |                            |

The diagram below represents a component view of LTI's iDigitalization solution. Architecturally, these tools are deployed in centralized and decentralized fashion to ensure a faster response time for low bandwidth area.

### iDigitalization 1.0 Building Blocks



# Industry Use Cases

iDz solves digitalization challenges of multiple industries, enabling them to overcome a siloed culture with enterprise-wide automation.

Below diagram illustrates how iDz digitalizes an insurance claim process

## Insurance Claim Process Flow



Portal allows user to provide data & upload supporting case documents for claim process

Intelligent OCR capability captures relevant content from the submitted claim documents and stores it in FileNet

**Digital worker** will extract and translate claims data from submitted documents and verify claims authenticity with AI/ML engine interaction

Workflow is initiated in **IBM BAW** to orchestrate claim process flow approval steps, including manual and automated approvals

Automatically approve low risk tasks or route to human for approval based on the outcome of Watson Classifier. The rules are built using **IBM ODM** and routing is configured in IBM BAW



### Conversational Bot

Watson Image Classification service is used to classify the images & analyze. IBM BACA is used to analyze claim documents and categorize and communicate to same to rules engine (ODM)



### Operational Intelligence

IBM BAI collects data from all the components/process states of claim process flow to provide 360° view of business operations with AI/ML powered analytics

Key industry usecases where LTI's iDz would be the best fit solution to digitize workflows and business processes are listed below

BANKING	INSURANCE	HEALTHCARE	GOVERNMENT	CROSS INDUSTRY	OIL AND GAS
<ul style="list-style-type: none"> <li>Account Opening</li> <li>Loan Origination</li> <li>Trade Finance</li> <li>Compliance &amp; Reporting</li> <li>Accounts Payable</li> <li>Accounts Receivable</li> </ul>	<ul style="list-style-type: none"> <li>Policy Issuance and Underwriting</li> <li>Policy Administration and Services</li> <li>Claims Processing</li> <li>Policy Servicing</li> </ul>	<ul style="list-style-type: none"> <li>Appeals &amp; Grievances</li> <li>Provider</li> <li>Contracting</li> <li>Provider Servicing</li> <li>Mobile Medicare</li> <li>Enrollment</li> <li>Member Engagement</li> </ul>	<ul style="list-style-type: none"> <li>Citizen Services</li> <li>Case Management</li> <li>Social Governance</li> <li>Mobile Governance</li> </ul>	<ul style="list-style-type: none"> <li>Dispute File Handling System</li> <li>Contract Lifecycle Management</li> <li>Enterprise Service Management</li> <li>Employee Grievances Management</li> </ul>	<ul style="list-style-type: none"> <li>Drilling Services</li> <li>Engineering</li> <li>Services</li> <li>Exploration Process</li> <li>Materials Management</li> <li>Onshore Drilling Processes</li> <li>Offshore Production</li> </ul>

## Key Customer Benefits

- ✓ Intelligent workflow automation leads to significant sales increase and Faster time to market by 40%
- ✓ Reduced process completion time by automating manual processes leading to 40% TAT improvement
- ✓ SLA-driven, 100% digitalized processes, leading to better end customer experience
- ✓ Reduction of physical paper trail by 90%, increasing reach and reducing real estate cost by 50%
- ✓ Enhanced overall experience with Digital Assistance (DA), leading to 40% Increased productivity and efficiency
- ✓ Quick content search with intelligent tagging increases quality of services by 75%

# Success Story

LTI implemented iDz for a large Indian Oil and Gas Company. The key stats of this implementation, where we played an end-to-end role, that included Consulting, Product Selection, E2E Hardware Supply and Installation, Solution Implementation, and Commissioning and Maintenance of Enterprise-Wide Intelligent Digitalization Solution are as below

**4500**

Manual Processes Mapped To 150 Unique Processes in 1 month

**100M**

Documents Scanned & Uploaded in 3 months

**36**

remote centers connected to a central architecture

**3400**

Document Types Handled

**35K**

Users accessing documents

A customer centric digitally enabled business is a critical mandate to sustain in current market scenario challenging time. LTI's Intelligent Digitalization (iDz) solution empowers organizations to make smarter decisions, increase content visibility across the enterprise, process business information from multiple sources, improving efficiency, reducing total cost of ownership and finally, enhancing customer experience.

**LTI (NSE: LTI)** is a global technology consulting and digital solutions Company helping more than 400 clients succeed in a converging world. With operations in 31 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 unrivalled 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 <http://www.Ltinfotech.com> or follow us at [@LTI\\_Global](https://twitter.com/LTI_Global)