Indian Oil & Gas Major Implements Paperless Processes
The client – a Fortune 500 company – was struggling to streamline their internal processes, which were manual and relied on physical documents shuttling between desks. A lack of appropriate reporting mechanism hindered visibility across different LOBs. About 20% of physical records being printed were never retrieved, which led to massive security risks. Storage of physical records required a dedicated physical space in offices, which escalated operational costs. With organizations across the globe adopting digitization, the client wanted to introduce automation and improve operational visibility.

LTI eliminated movement of paper in the physical form by automating day-to-day office activities & critical business processes. We studied 4,500+ manual processes and mapped them into 150 interlinked and independent processes. The project involved scanning and digitally capturing 100 million+ physical documents across 36 locations.

We ensured a seamless user experience with their existing SAP system through a Single Sign-On, introduced dual digital signatures, externalized business rules and stored their content in a Content Management System (ECM) for easy retrieval and search. We also streamlined the business processes with a Business Process Management (BPM) solution for on-the-go document approvals.
**Business Benefits**

- **30% faster turnaround time**
- **50% reduction in TCO**
- **Scalable solution with easy access to documents**

**Key Takeaways**

- Digitizing the core business documents saved costs and improved search and retrieval of content in digital documents.
- Improved business process compliance, reporting and tax collection, along with better communication between different departments.
- Automated business approvals increased overall efficiency and quality of operations.
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