



Let's Solve



A Larsen & Toubro
Group Company

Case Study

Leading Japanese Engineering and Software firm Reduces Cost of Service by 20%

Implements ServiceNow to Transform Customer Service
Management and Empower Internal Teams



Client

The client is an electrical engineering and software company in Japan, with businesses based on measurement, control, and information technologies. It has a global workforce of over 19,000 employees and operations in over 50 countries.



Business Challenges

The client was due for an entire revamp of its customer service operations. They wanted to build end-to-end customer service capabilities and ensure excellence in customer service across all teams. They had a vast customer base so customer service had to be cloud-based and easy to use and track, and equipped with a self-service portal for customers. This process was completely manual except customer accounts and contacts maintained in CRM system. They wanted to improve their Quality of Service and increase the role played by the sales and the service delivery teams.



What LTI Did

LTI recommended ServiceNow to help the client configure the CSM process for its customers on the one hand, and help sales personnel log cases related to products and orders on the other. As a ServiceNow implementation partner, LTI undertook the entire CSM process implementation. LTI proposed detailed workshops, brainstorming sessions and Joint Application Development (JAD) to solve all the business cases along with stakeholders. This significantly reduced iterative calls and helped us optimize the overall solution.

We employed the Design Thinking approach and conducted deep-dive sessions with all the stakeholders to develop a user portal interface, and closely managed how components worked for a rich end-user experience. LTI also recommended creating a domain field to hold the value for the client to segregate the configuration and data. This allowed the client's customers/sales personnel to log case tickets related to products and orders.



Outcomes Delivered



Streamlined operations – completely tool driven process



Reduced cost of service by 20%



Better customer engagement across channels



Service improvement by 50%



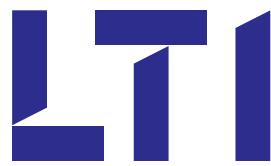
Higher quality of service delivery by enabling the sales and services teams to work closely with customers and address their queries more efficiently



100% real-time information and updates of all products and services



Single window view into all customer accounts, products, and services related offerings



Let's Solve

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)

info@Ltinfotech.com



A Larsen & Toubro
Group Company