



Let's Solve

Salesforce Practice Capability

Committed to transform
the client's business



A Larsen & Toubro
Group Company



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Salesforce Practice Capability

At LTI, we ensure that our clients stay at pace with the rapidly changing business scenarios and technology advancements, through our offerings. Our partnership with Salesforce enables us to develop the most innovative, agile and highly effective solutions for our clients' complex business needs.

50+

Global Enterprise Engagements

10

Global Development Centers across 4 continents

Highlights



Customer Lifecycle Management



Legacy Modernization



Center of Excellence and DevOps



Unlock ERP and Back Office



Lightning Migration

Services

Advisory | Technical Assessment
Business Process | Integration
Migration | Run the business
Support

Clouds

Sales Cloud | Marketing Cloud
Service Cloud | Community Cloud
Field Service | CPQ | Financial
Services Cloud

33%

Improvement in Lead Conversion

28%

Defect Reduction

30%

Reduction of non-core activities

15%

Maintenance Savings

23%

Decrease in Cycle Time



Let's Solve

Tools & Accelerators

Enabling time-to-market and business value



Process Libraries



Lightning Framework



Metadata Analyzer



Code Inspector



DevOps for Salesforce



Health Check

LTI's comprehensive business outcome-driven salesforce offerings are helping craft success stories

- Predictive Marketing
- Guided Sales
- Assisted Service
- Intelligent Communities
- Smart Apps
- Connected Products



Sales CoE



Marketing CoE



Platform CoE



Service CoE



Community CoE



Let's Solve

Case Studies

Business Ask

Digital re-imagination of Consumer Product Development Platform with highly intuitive user interface to improve collaboration amongst its stakeholders

Solution

- Persona centric application design through understanding of key business process elements
- Enabled elevated user experience through prototyping of the key user interface screens
- Process harmonization through co-ideation with customer

Benefit

25% reduction in submission creation & approval process time

Business Ask

Replace blackbox customer outreach system with a scalable and robust in-house solution that leads to process transparency and better control of outreach process

Solution

- Best fit solution and scalable architecture through comprehensive design sessions
- Enable Multi Channel Outreach on Segmented data abiding Journeys
- Intuitive business friendly user interface through flexible design to capture the parameters that govern data

Benefit

In-house capability of Mass Outreach with **projected savings of about \$9MM spent on vendor performing outreach activity over a period of next 5 Years**

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 LTIites 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.