



Let's Solve



A Larsen & Toubro  
Group Company



## Case Study

# Adaptive Converged 24X7 Managed Services Operation for Sweden Based Debt Purchasing Company

## Client

Our client, a Swedish financial services company purchase both performing and non-performing loans from partners, international banks, and financial institutions, so that they can free up resources for their respective core business. Apart from helping people getting back on track financially, this also contributes to upholding a sustainable, fair, and stable credit market since it helps banks to offload their balance sheet so that they can meet their regulatory requirements.

Founded in 1994 & headquartered in Stockholm, the client has enjoyed strong, profitable growth for the past years, and currently operating in eleven European countries with more than 1,700 employees. With over 20 years of experience, it has become one of the leading debt management companies in Europe – and growing fast.

## Challenges

Platform stability  
& inconsistent  
operations

Investments in  
technology not  
put to use

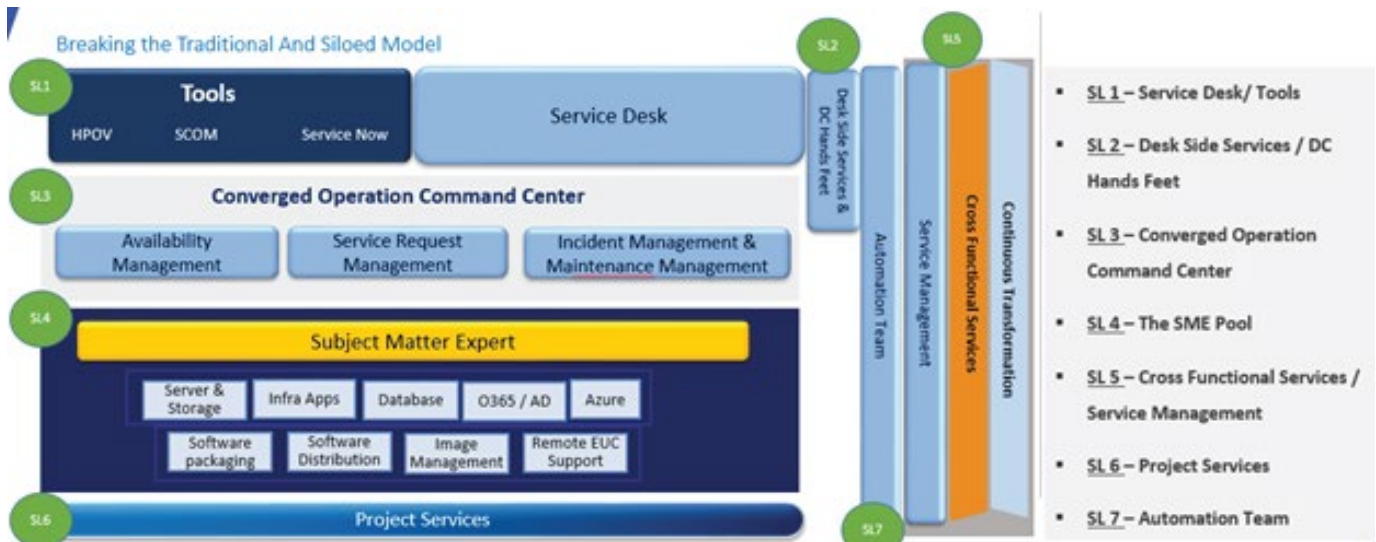
Need for a new  
ITSM tool

Ad-hoc  
implementation  
and  
non-adherence  
to processes

Inconsistent  
processes for  
documentation  
upkeep.  
Documentation  
available in bits &  
pieces

Dire requirement of  
a single vendor to  
take up the entire  
gamut of IT infra  
operations

# LTI Solution



Converged Operation Functions	Activities	Type/Nature of Work	Resourcing Plan
Availability Management (ALM)	<ul style="list-style-type: none"> <li>24x7 Monitoring of Infra</li> <li>First level trouble shooting of incidents</li> </ul>	Procedural	100% Academy Trained Multiskilled resources
Service Request Management (SRM)	<ul style="list-style-type: none"> <li>Handle Service Requests for all Technologies as per documented process</li> </ul>	Procedural	100% Academy Trained Multiskilled resources
Incident Management (IM)	<ul style="list-style-type: none"> <li>First level trouble shooting of incidents – User Generated</li> <li>Resolve the incidents escalated by ALM Team</li> </ul>	Procedural + Analytical	95% from current Delivery Team 5% rom Others
Maintenance Management (MM)	<ul style="list-style-type: none"> <li>Handle maintenance activities like Patching, restarts, Back up, Log File Management, License Management etc.</li> </ul>	Procedural + Analytical	95% from current Delivery Team 5% rom Others
Service Level Management (SLM)	<ul style="list-style-type: none"> <li>Measure and Monitor Service Levels</li> <li>Publish Periodic SLM Report</li> </ul>	Procedural	100% Current Delivery Team
Expert Support Group	<ul style="list-style-type: none"> <li>Provide expert level support in ALM, SRM, IM &amp; MM Team</li> <li>Perform RCA in case of Major Incidents and provide system fix</li> </ul>	Highly Analytical	100% current Delivery Team

- Implementation of Adaptive Converged Ops Model resulting in a strong and highly responsive first line of support that leverages analytics and automation for seamless operation and continuous improvement
- Successful and timely implementation of multiple transformation projects along with transition operations
- Fitment of Solution to Business Requirement. Commitment for Continuous Improvement and Innovation

- Single Point of Accountability & Governance
- Centralized Knowledge Management
- Availability Management (ALM)- Monitoring, first level triage & SOP based ticket resolution
- Service Request Management (SRM) – User Requests Fulfillment
- Incident Resolution & Maintenance Management (IMM) – Escalated incident / request resolution and Perform Maintenance activities, Change Execution
- Subject Matter Expert (SME)- Major Incident Handling, Problem Management, Capacity Management & Continuous Service Improvements

## Business Benefits

- Bring above 70% resolution & request fulfilment achieved at First level by this Converged L1 Operations model by cross-skilled team & creating more SOPs/KCDs along with Service Desk.
- Improves communication with single team / one team approach
- 12% Improvement Mean Time Taken for resolution (MTTR)
- 24% Improvement in Time Taken for Resolution (TTR)
- 42% Improvement in Turn Around Time (TAT)
- Reduction of ticket hop counts where in 70% of tickets are expected to be resolved with in first level/same function
- Standardized process centric operations – Enable and fast track automation adoption

- 20% reduction in routine task due to automation 70% reduction in recovery time  
Reduction in ticket aging & Improvement in ticket quality
- 15% Y-o-Y productivity improvement
- Using Azure site recovery achieved near to zero business downtime
- Release of SME bandwidth for critical activities and bring more service improvements
- Enhanced security-role based access
- Scalable next generation model
- Cost savings
- Improves operations efficiency - Standardized operation
- Efficient utilization of resources across multiple technologies
- Continuous shift left
- Reduction in people dependency
- Clear career growth improves ESAT and reduce attrition
- Improves Customer Satisfaction by Quick First Level resolution & one team approach

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 unrivaled real-world expertise to solve the most complex challenges of enterprises across all industries. Each day, our team of more than 32,000 LTItes enable our clients to improve the effectiveness of their business and technology operations and deliver value to their customers, employees and shareholders. Follow us at @LTI\_Global

info@Lntinfotech