



Let's Solve



A Larsen & Toubro
Group Company



Case Study

Converged Operations For a United Nations Organization

Client

The client is an organization of 190 countries, working to foster global monetary cooperation, secure financial stability, facilitate international trade, promote high employment and sustainable economic growth, and reduce poverty around the world.

Challenges

- SLA-driven service delivery model with an ability to drive higher resolution and process compliance
- Reduced cost of operations which is in-line with industry benchmarks
- Highly responsive & flexible infrastructure services with the ability to scale up & scale down as per business requirement
- Leverage technology & process innovation to achieve transformation

LTI Solution

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

Mosaic Automation and Design Thinking (contextualized to client's historical data)

Improved the efficiency of resolution and MTTR for P0 and P1 issues through Guided Diagnostics



Implementation Guided Resolution and Mosaic Braio for SOP automation

Business Benefits

46% reduction

in MTTR through SOP adoption and extreme automation

Single authoritative source for all data to create business service dashboard, event correlation and automation

34% FLR increase

25% efficiency gains

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 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. Find more at <http://www.Lntinfotech.com> or follow us at @LTI Global.

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