



Let's Solve

Brochure

LTI's Intelligent Automation Services

Introduction

The current business scenario across enterprises demands two things - an innate need to be resilient to effectively address the current real-world problems and accelerated Intelligent Automation adoption to not only acquire actionable insights, but also to manoeuvre those insights into delivering strategic business outcomes, while transforming the end user experience. The need for digital intervention across all quarters at workplace is now escalated and more crucial than ever. More emphasis is being given to accelerate the pace of automation, scale up faster and automate business critical functions to derive the much needed RoI from the automation initiative quicker.

By blending complementary, cutting-edge digital technologies such as RPA, AI, ML, BPM and other cognitive technologies, LTI offers a wide range of industry-specific, as well as cross-functional Intelligent Automation services that empower our clients and end customers to create an automation ecosystem within their organization.

Our Intelligent Automation ideology revolves around our strategy of '**Powering the Breakaway Enterprise**' by aligning our solutions / services / operating models with its 4 pillars namely -

- 1. Operate, to Transform (O2T):** Digital workplace and business process transformation.
- 2. Data-driven Organization:** Digital / Virtual Assistants, Data-led Automation (Data intake, Unstructured / semi-structured data extraction, Data aggregation & reporting automation).
- 3. Experience Transformation:** Persona driven automation of business functions.
- 4. Digitizing the Core:** Automation of horizontal & vertical business functions.

Our Intelligent Automation Services

Our Intelligent Automation offerings are a cross section of our in-depth understanding of industry domain & digital technologies and are focused around helping our clients and end customers to create a holistic view of automation, empowering them to scale in their digital journey to sustain an automation ecosystem within their organization.

Our Key Service Offerings include -

Advisory Services

Consulting-led approach focused on business priorities to define a clear roadmap in terms of how, what and where to start your automation journey. Right from helping you select the right blend of digital technologies, tools & platforms, to identifying the best automation candidates to yield that anticipated RoI - We've got you covered!

End-to-End Implementation Services

Agile and fit-for-purpose delivery model to quickly scale from a pilot into an enterprise-wide Intelligent Automation program. Starting from Accelerated Process Discovery backed by mature frameworks & toolsets, small scale deployments to validate success criteria at the onset to full blown scale ups, we'll partner with you all the way.

Value Added Managed Services

SLA-driven Digital Workforce Governance Model to ensure seamless Bot execution and support, focused on cost and performance optimization. We'll be just a call away even after you've reached your automation destination, be it through 24*7 support, problem management, configuration management and so on.

CoE Setup & Execution Services

We'll not only help you define the best practices and guidelines of the automation program, but also empower you to set up an inhouse GIC or a CoE to drive automation initiatives across the organization globally to augment your existing CoE or to take over the entire automation program built on top of innovative and proven commercial engagement models.

Our Differentiators



Pointed Solutions, Early Value Realization

Our focus & efforts are aligned towards key client asks –

1. Augmenting human capital with digital workers
2. Delivering pointed solutions for solving real world problems
3. Accelerating time to deployment with quick MVP creation
4. Early value realization



Homegrown Accelerators, Plug-n-Play Bots

Our homegrown accelerators, in-house, plug-&-play bots and frameworks such as accelerated process discovery framework, automatability index, ROI calculator, etc. not only help our clients choose & prioritize the right automation candidates for smoother rollouts, but also ensure a well-scaled / institutionalized implementation.



Innovative Engagement and Commercial Models

With our consulting-led approach, custom engagements & bespoke commercial models, we help our customers go the whole nine yards – right from kick-starting the automation journey to eventually successfully scaling up their automation program.

Industry Solutions



Intelligent Invoice Processing

- Automation of the entire accounts payable process
- Digital levers - RPA, Advanced OCR
- Applicable across all industries
- Benefits – Increased cost savings & operational efficiency



Digital Inventory Assistant

- Augmenting inventory management
- Digital levers - AI, NLP, OCR & Workflow Orchestration
- Applicable across manufacturing & retail industry
- Benefits – Increased store convenience & personalized customer experiences



Digital HR Assistant

- Automating the end-to-end, hire-to-retain process
- Digital levers - RPA, OCR, NLP and BPM
- Applicable across all industries
- Benefits – Increased employee experience transformation, 24*7 Support



Virtual Loan Assistant

- Automating the entire loan (retail, PPP) business function
- Digital levers - OCR, RPA, NLP and BPM
- Applicable across the banking industry
- Benefits – Increased customer conversion, less human-in-loop



CSR Quality Check Solution

- Automation of the entire quality check process for CSRs
- Digital levers - RPA, Advanced OCR, AI
- Applicable across pharma & healthcare industry
- Benefits – No penalties, timely CSR submissions



Digital KYC Agent

- Automating the tedious KYC process
- Digital levers - RPA, Advanced OCR & NLP
- Applicable across all industries
- Benefits – ~80% TAT reduction, contact-less KYC & significant cost savings



Intelligent Policy Renewal

- Automating the tedious process of insurance policy renewals
- Digital Levers – RPA, Advanced OCR, AI
- Applicable across the Insurance Industry
- Benefits – Increased operational efficiency, Enhanced Customer Experience



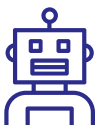
Intelligent Policy Review & Comparison

- Automating the tedious process of reviewing and comparing insurance policies
- Digital Levers – RPA, Advanced OCR, AI
- Applicable across the Insurance Industry
- Benefits – Increased accuracy and operational efficiency



Automated Submissions Intake

- Automating the ingestion of submission documents for recording the data in submission and underwriting systems.
- Digital levers - RPA, Advanced OCR, AI
- Applicable across the insurance industry
- Benefits – Enhanced productivity, increased agility and speed-to-market



Intelligent Bot Manager

Our award-winning solution that enables you to utilize your bots in the most efficient way by distributing workload across idle bots.



Accelerated Process Discovery Framework

Select the right set of tools, platforms, technologies and the ideal candidates for kick-starting your automation journey with our accelerated process discovery framework.



Intelligent Bot Governance Dashboard

Equip yourself with real-time views of KPIs critical to leadership, business and IT to enable informed decisions and optimize your operational costs.

Our Partners



Success Stories

- We helped a Fortune 100 Bank accelerate SBA PPP loan processing during COVID-19, using Intelligent Automation, tackling **68%** of loan volume in just 3 days and saving 75 minutes of execution time per loan application.
- We helped one of the largest natural gas processing companies in the **US save \$1Mn, 30,000 human-hours** and much more by leveraging Intelligent Automation.
- Thanks to Intelligent Automation, a leading construction & renewable energy company achieved **5X productivity** and enhanced customer experience.

- We empowered a global bank to scale up its automation journey by successfully deploying **730+ bots resulting in 35% increase** in its customer conversion rate with Intelligent Automation.
- An eCommerce giant accelerated its HR function by **automating its entire hire to retire processes** through LTI's Intelligent Automation.

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.Ltinfotech.com> or follow us at @LTI_Global.