

LTI
Let's Solve



A Larsen & Toubro
Group Company



Case study

Cost Optimization, ServiceNow Consolidation for US-based Global Media Conglomerates

Client

The client is a US-based multinational mass media conglomerate.

Challenges

- Migration of data and consolidation of two ServiceNow instances into a unified instance.
- Support & maintenance cost optimization.

LTI Solution

LTI offered a two-phased consolidation solution providing interim solution in phase 1 through integration.

Defined, rationalized and streamlined ServiceNow processes within IT teams.

Migrated the best processes, applications and custom settings of both existing instances.

Business Benefits



Instance / user license consolidation leading to saving in license cost.



Consolidation of helpdesk and support groups resulting in better end user experience.



Single system of truth, leading to improved FCR by 30%.



Single system to integrate with all enterprise tools leading to tools rationalization, thereby reducing OpEx on tools by 35%.

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 33,000 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.Lntinfotech.com> or follow us at @LTI_Global.

info@Lntinfotech.com