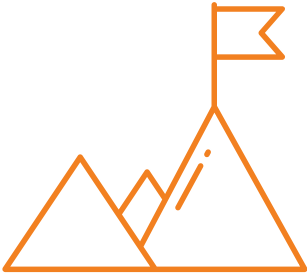




Case Study

\$1Mn Annual Savings Delivered Through CoE-led Salesforce Solution for HVAC Systems Manufacturer

The client is a manufacturer and distributor of heating, ventilating, and air conditioning (HVAC) systems. The company ran consolidated operations under a unified Center of Excellence (CoE) that manages 22 Salesforce organizations and 4,500+ users across US, Europe, and Australia.



Challenges:

- Lack of a unified governance structure that would manage enhancement requests across all Salesforce instances.
- Need for a centralized and robust process to manage enhancement requests on multiple Salesforce apps.
- High operational expenses due to administrative overheads across the Salesforce landscape.

LTI Solution:

Leveraged design and architecture expertise to improve key project throughput across three business lines and optimize support efforts to provide value-added services.

Improved license cost management through automated solution for user termination.

Enabled continuous improvement initiatives to reduce technical debt by 60 percent, ensuring improved system performance and enforcing best practices.

Business Benefits:



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 unparalleled real-world expertise to solve the most complex challenges of enterprises across all industries. Each day, our team of more than 35,000 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.com