



# Enhanced Uptime, Custom-app Performance for US-based Media Giant

## Client

The client is a US-based multinational mass media giant conglomerate. It provides entertainment experiences that drive conversation and culture around the world. Through television, film, digital media, live events, merchandise and solutions, the client connects with diverse audiences in more than 180 countries.

## Challenges

- Requirement for a custom application to track broadcast issues.
- Legacy application was not effective and process of broadcast issue tracking needed revamp to enhance effectiveness.
- Broadcast issues were tracked across locations - New York, Amsterdam, London, Mumbai & Paris.

## LTI Solution

- LTI conducted a requirement gathering workshop with relevant stakeholders to understand the KPIs, effectiveness criteria and process for tracking broadcast issues.
- Built a custom application on ServiceNow from scratch extending ServiceNow functionalities.
- Uploaded CIs into CMDB of various broadcasting equipment & established relationship between them.
- This custom application is now used as broadcast issue tracker, from issue creation to root cause establishment and closure.
- One-stop solution with automated email communication, unified dashboard and automated reports for all global broadcast groups and issues.
- This solution is extended to child companies as a centralized solution.

## Business Benefits



**40%**

**improved  
performance**



**60%**

**increased  
uptime**



**90%**

**increased visibility in issues due  
to custom application dashboards**

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 LTIites 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](mailto:info@Lntinfotech.com)