IT Service Transformation for Leading US-Based Auto OEM using LT1’s O2T Model
The customer is the North America subsidiary of a global manufacturing conglomerate of world-class automobiles, motorcycles, and power equipment.

Our Experience

LTI applied **Operate to Transform** framework using automation and chatbots to improve operational efficiencies. Transformation was achieved through grass-root innovations and alignment of application portfolio by means of rationalization, modernization and consolidation, delivering **USD 7.5 million+** benefits a year, via value additions and cost savings.

Challenges

- Complex application support portfolio with unstable applications, resulting in high volume and high severity tickets.
- Inability to support key internal projects due to lack of operations bandwidth.
- Absence of requisite application design documents, SOPs for support and code promotion standards.
- Application instability and ineffective root-cause analysis leading to downtimes and financial loses.

LTI Solution

LTI’s solution was largely based on **Operate, to Transform (O2T) model**, where the focus is on driving efficiencies for the client and getting more value from operations. The key building blocks of the solution are built around the 4Ds (Do Less, Do Fast, Do better, Do More) framework of O2T:

- **Do Less**: Improving operational efficiencies and system stabilization by effective problem management, incident elimination and automation
- **Do Fast**: Improving Turn Around time (TAT) with L1.5 team introduction, SOP based resolution, IT process optimizations
- **Do Better**: Improving system stability, knowledge and governance with portfolio consolidation, technical debt reduction, application documentation and business process documentation of critical applications, design thinking–led digitized governance via persona– based reporting.
- **Do More**: Defined processes and improved efficiencies to support projects by centralized AMS transformed into product-line IT with “One Team” concept, business process value stream and data modeling, defined and developed ~50+ processes with the client.
LTI (NSE: LTI) is a global technology consulting and digital solutions company helping more than 435 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 36,000 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.

**Business Benefits**

26%  
YoY incident reduction with effective problem management and automation in just one year with 60% cumulative reduction over last five years

95%  
Customer satisfaction index for yearly average of 400 permanent counter measures, and 1,400 enhancements, improving application stability

12%  
Technical debt reduction, 24 applications consolidated and decommissioned by modernization/elimination

66%  
MTTR reduction with the introduction of L1.5 team for speedy resolution

115  
Incidents reduced, and 1,800 hours saved annually through IT process automation

20+  
Products working in Agile and DevOps models to create a product-line IT

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