

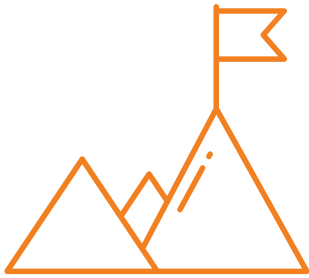


## Case Study

---

# Transformed Customer Experience for US-based Global Manufacturer

The client is a worldwide manufacturer of lifting and material-handling equipment based in the US.

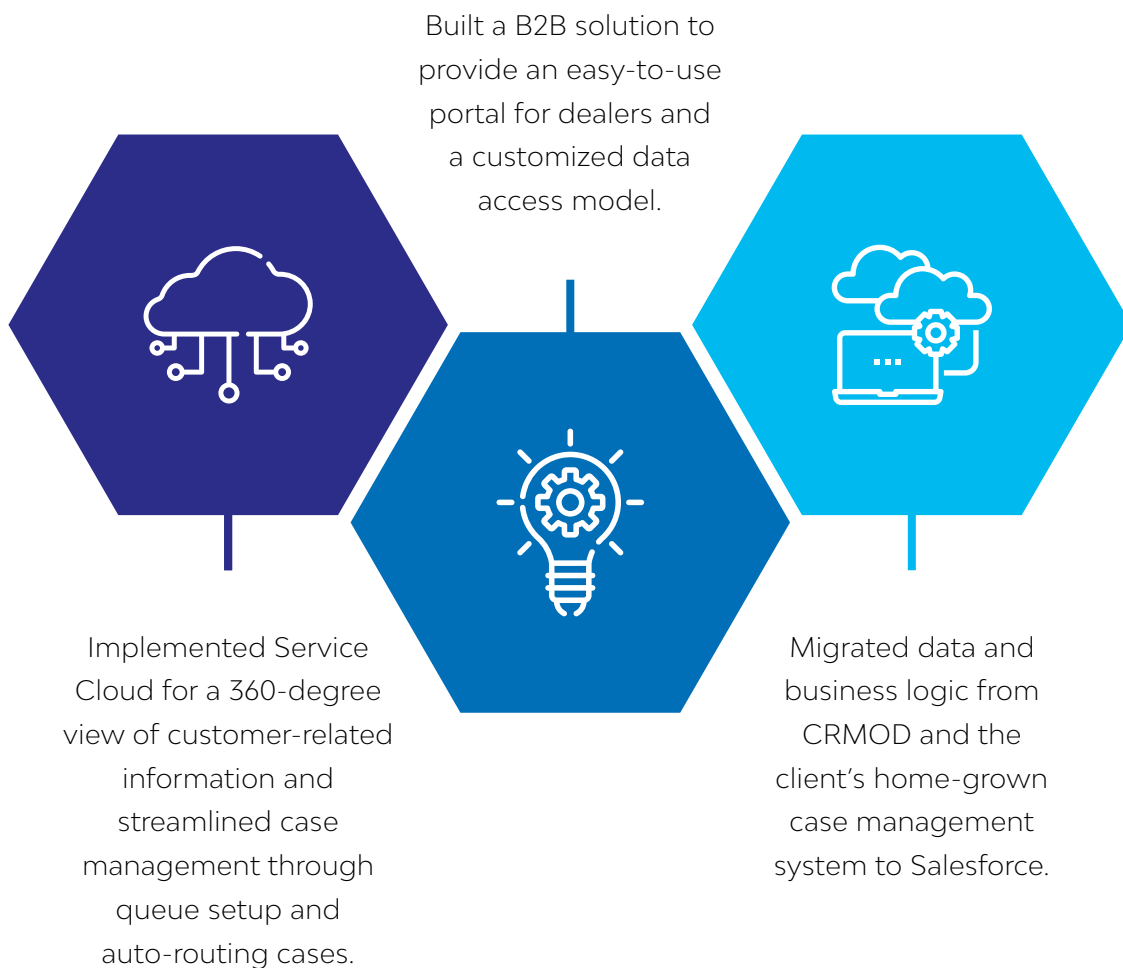


## Challenges:

- Inability to track customer issues concerning machine and aftermarket part sales.
- Inefficient sales and after-sales support processes due to seven disparate CRM systems.
- No single view of customer information and related cases affecting service effectiveness.
- Difficulty in managing partner-sourced opportunities within the CRM environment.

---

## LTI Solution:



## Business Benefits:

Improved CSAT through consistent and on-time case resolution.

Enhanced agent productivity in addressing after-sales inquiries.

Ensured smooth partner integration and better handling of warranty-related issues.

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