LTIMindtree

We are
LTIMindtree

Helping our clients get to the
Future. Faster. Together.



Our Corporate parent **Larsen & Tourbo is a true nation-builder**

$28 Bn
Revenue

80+ years
of experience

200,000+
Employees

Long-term
global relationships


A greenfield port with multi-purpose berths


Food manufacturing and logistics facility


World's Largest Nuclear Fusion Rector


FIFA 2022 Soccer World Cup Stadium


Mumbai International Airport


Cement Plants


Subway Rail Lines


The World's Tallest Statue


Trans Harbor Links


Plant Machinery Manufacturing


Data Centers


Smart City Solutions

LTIMindtree: Getting to the future, faster. Together.

REVENUE

$4.4 B+

Consistent YoY Growth
Focused Strategy

DIGITAL REVENUE

45%

Your Transformation Partner

EMPLOYEE STRENGTH

83,000+

Capabilities across IT, engineering & digital

MARQUEE CLIENTS

100+

Fortune 500 Clients

GLOBAL PRESENCE

40+

Countries across 6 continents

STRATEGIC INVESTMENTS

8+

Acquisitions towards unique capabilities

The **size, scale & capabilities with agility & attention** addressing the best of both worlds

The **Digital Engineering & Service Transformation** powerhouse anchor partner

Investments to accelerate digital transformation – **Cloud, Data, AI and Next horizon technologies - Gen AI, Avatar Bots, Quantum**

Anytime & anywhere flexibility with multi-faceted commercial models

Our offerings cover end-to-end ecosystem of digital solutions for key enterprise pillars



Service 1
IT Support / Helpdesk

- Service Desk
- ServiceNow



Service 2
Application Development (AD) and Application Maintenance (AM), and Enterprise Systems

- Application Development & Maintenance
- Data & AI
- Enterprise Systems
- Workplace & Collaboration



Service 3
Platform Operations & Cloud Services

- Infrastructure Ops & Management
- Cloud Migration & Management
- Digital Workplace Services
- Digital Customer Experience
- Cloud Security



Service 4
Network Management & Security

- Network Management
- Cybersecurity –
  Identity & Access Management |
  Cyber Threat Mgmt. | Vulnerability Mgmt. |
  GRC | Patch Mgmt. | Cloud Security



Service 5
RPA and Automation

- Business/ IT Process Consulting
- Business/ IT Process Automation
- Operations – Enterprise Ops , Industry Specific Ops, Process Reengineering powered by Platforms & Partnership



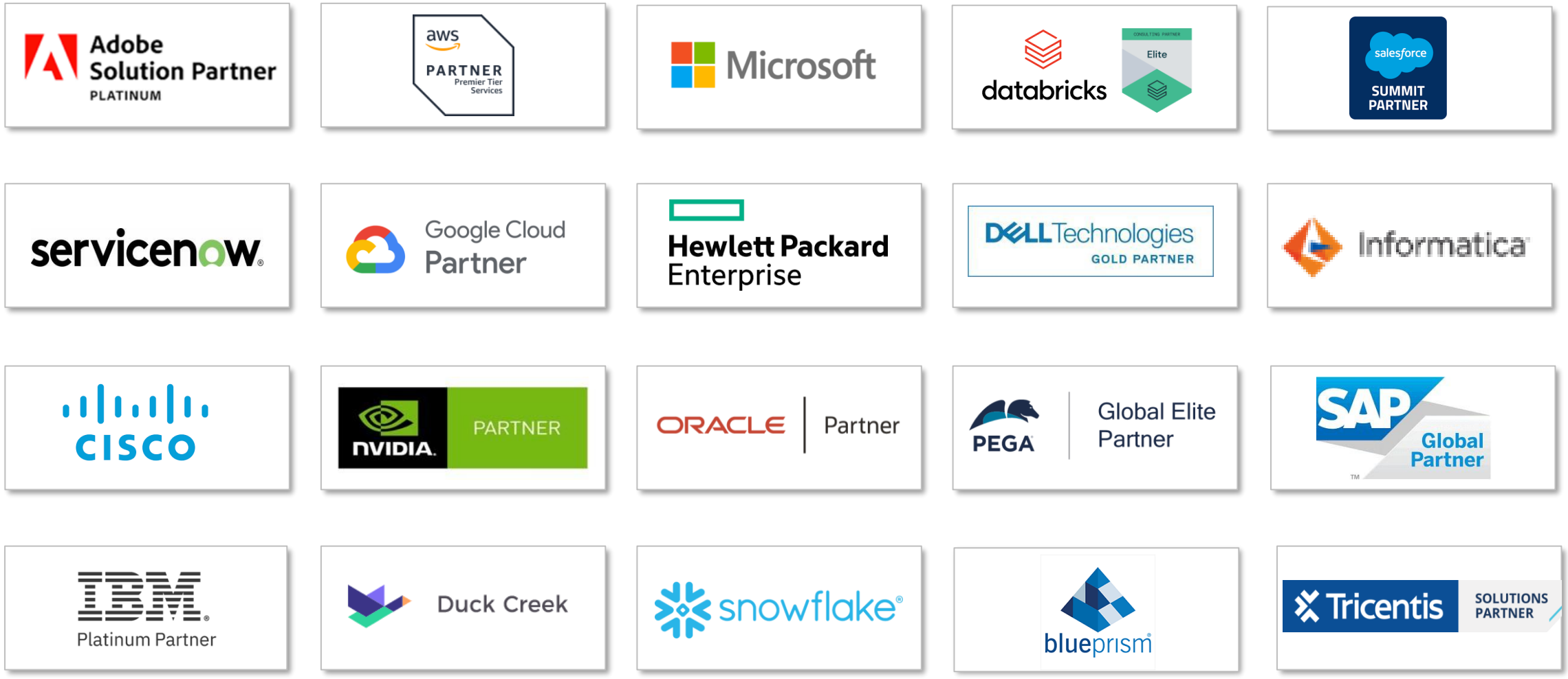
Service 6
Training Content Creation

- Training as a Service
- Articulate 360
- Adobe Captivate

Enabling enterprises to transform

Business Model Transformation | **Experience Transformation** | **Tech Ecosystem Transformation** | **Operational Transformation**

Robust Strategic Alliances and Partners



Salesforce Capability

Service 2
ADM & Enterprise Systems

Our **Salesforce Practice** is an established **partner since 2004** with **extensive experience** in providing **end-to-end Salesforce consulting services** from advisory to implementation

Our Salesforce Recognition

- 4-times Salesforce Partner Innovation Award winner in Retail, Service, Manufacturing and Best Cross-Cloud Solutions
- Awarded Overall Credential growth for AMER, EUR and APAC as part of Salesforce days 2024
- 2-times Lightning Bolt Trailblazer Award winner in Consumer Goods and Self Service
- Design and Launch partner for Automotive Cloud
- Joint launch partner with Salesforce of Construction 360 + AI

20 Years
Trusted partner since 2004

4.7/5
CSAT Score

10+ Years
Salesforce Product Advisory
Board Member (4000+ Projects and Best practices)

Center of Excellence

Portfolio

- Sales
- Service
- Marketing
- Commerce
- Experience
- MuleSoft
- CPQ
- Data



We are on the **Product Advisory board** for **Salesforce Core** CRM (Sales, Service, Marketing), **Data cloud** and **MuleSoft**

3,000+
Salesforce Consultants

7,000+
Certifications

Case Study

Omni Channel Commerce Platform support for a top electronic retailer in UK



Leading Retailer operating in United Kingdom and the Republic of Ireland

- Commerce platform with omni-channel and single customer view capabilities
- The proposed solution leverages the auto scaling capabilities to cater to higher traffic and support year end sales
- Increased revenue and customer experience

Case Study

CHALLENGE

- Legacy system was unable to provide the stability and handle high traffic on the website;
- No or limited auto scaling due to dependency on legacy system. This resulted in poor customer's experience and revenue loss
- Complex architecture to integrate with any third party solution
- Higher maintenance cost and lower ROI
- Poor UX due to lower stability & scalability
- No Centralized integrated system to manage different business entity

SOLUTION

- Global salesforce CoE support across European region
- High availability and managed high traffic on website
- Tool-led transition for deep study and quick turn around on support takeover
- Offered type-ahead suggestions personalized to every shopper with search recommendations/similar products and boost the business conversions significantly
- Improved client's agents productivity and captured metrics by streamlining existing support processes
- Usage of PaaS platform (Mule) is easy to integrate with any third party system
- Mobile friendly & customer prediction to enjoy competitive edge

RESULTS

- Usage of PaaS platform gives better scalability & reliability
- Greater traffic could be handled on the customer's website without any performance degradation
- Improved Revenue & customer experience
- Proactive monitoring and alerts, high availability and reduced downtime
- One platform to monitor & manage different entities
- Easy to integrate with third party tool as MuleSoft is used as the integration point

TECH STACK Salesforce Service Cloud, Commerce Cloud, MuleSoft, Amplience

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Case Study

Quick launch of eCommerce websites for AMEA and European Markets in 4 months duration



Leading Manufacturer of Sports wear

- Pilot Live solution in 4 months
- Product launched to 20+ emerging markets
- Time to launch reduced by 70% for emerging markets

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CHALLENGE

- Pandemic initiated need for quick ecommerce solution
- Quick launch of eCommerce websites for AMEA and European markets
- Upgrading the product from MVP to Full stack followed by silent activation for all markets

SOLUTION

- e-commerce solution to go Direct to consumer (D2C) with faster time to market and at significantly lesser rollout cost
- Leverages LTIMindtree's SFCC Accelerator to rollout a fully integrated commerce solution
- Enables branded digital storefront with unified customer experience across markets
- Light stack to render the storefront, commerce platform at its core and API / Microservices driven architecture
- Light weight APIs enables communication with OMS, WMS, SAP systems and external systems.

RESULTS

- Expanding The E-com Fleet into new territories through a new cost-efficient lite solution
- Product launched to 20+ emerging markets
- Time to launch reduced by 70% for emerging markets
- Reduced rollout cost by 50% by staying true to Native first approach
- Market rollout framework defined to help achieve desired scale
- Driving monthly average of 40k orders

TECH STACK Salesforce Commerce Cloud + LTIMindtree B2C accelerator

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ServiceNow Capability

servicenow

Service 1
IT Support/Helpdesk

250+	99%	750+	20+	100+	1000+
Implementations	Customer Retention	Consultants Globally	Product Lines: ITSM, ITOM, HRSD, AE, etc.	Customers	Certifications & Accreditations

A Decade of Strong 360-degree ServiceNow Partnership

Consulting / Implementation

servicenow ELITE Partner — Consulting & Implementation

Reseller

servicenow ELITE Partner — Reseller

Service Provider

servicenow ELITE Partner — Service Provider

Build

ADVANCED PLATFORM

Advisory, Transformation and MSP Services

Consulting & Advisory

Enterprise Adoption & Roadmap | Industry Consulting

Transformation & Implementation

Implementation | Business Process Workflow Automation | Legacy migration

Managed Service

Platform Support & Operations | Health check | Upgrade | Enhancements

MSP License

Dedicated & Shared platform model | License ownership and cost optimization

Our Offerings

Platform Doctor
Platform performance & health analysis mitigation recommendations

PRISM
Fabric to scale up the enterprise experience of users

Realtix
IT Ops Bots for automation built on ServiceNow

ATF Jukebox
200+ reusable ATF test cases for test automation

Managed Services Framework
End to end Platform managed service

MSP Solution
Complete platform license ownership for license cost optimization

Recognitions

ServiceNow Ecosystem Partners — ServiceNow Implementation and Integration Services — Leader U.S. — ISG Provider Lens Quadrant Study — 2021

ServiceNow Ecosystem Partners — ServiceNow Managed Services Providers — Leader U.S. — ISG Provider Lens Quadrant Study — 2021

ServiceNow Ecosystem Partners — ServiceNow Implementation and Integration Services — Leader U.S. — ISG Provider Lens Quadrant Study — 2021

2022 AMERICAS PARTNER Award Winner servicenow

2022 GLOBAL PARTNER Award Winner servicenow

2023 AMERICAS PARTNER Award Winner servicenow

Disney · EVERSOURCE · Honeywell · Lufthansa · currys · DeLaval · Paramount Pictures · RENESAS · HoistFinance

Transforming IT Operations & CMDB Maturity for Fortune 500 Energy Company

CHALLENGES

- Customer moved from CA Service Desk to ServiceNow with basic features
- Unstructured CMDB governance leading to inaccurate and unreliable data
- Lack of automation leading to high volumes of incidents & requests
- Disparate tools for Event Management causing difficulty in alert prioritization
- Incomplete Discovery led to difficulty in mapping Business Critical Service
- Challenges with Platform Performance due to Tech debt

SOLUTION

- Engaged SWAT team to streamline ITSM & leverage Golden CMDB Framework to ensure a long-term CMDB success
- Implemented CMDB improvements, Discovery & Service Mapping
- Automated 100+ workflows & deployment of VMs using orchestration
- Orchestration for workstation access, Citrix VDI management and Server Management
- Conducted multiple upgrades on platform
- Cloud based discovery for Azure, Nutanix and VMware to further enhance CMDB



RESULTS

1Mn+
Records de-duplicated in CMDB for a clean CMDB implementation

35%
Reduction in Manual Incident resolution through Automation BOTs

20%
Reduction in business outages through business service-based event mgmt

10%+
Productivity increase in each Platform version upgrade

PRODUCTS

- ITSM
- ITOM
- ITAM
- SPM
- Others

LANDSCAPE

- Employees : 15000
- CIs : 10 Mn
- Bus Apps : 950
- Integrations : 38

GEO

- North America

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..and have delivered amplified Outcome to our clients in these digital workflows

Digital Workflows

Customer Experience

Airlines Travel Tech Co

Harmonizing and improving Customer Service across 14 business and distributed systems to ServiceNow

Japanese Electrical Manufacturer

Revamped entire Customer Service Portal leading to Improved Customer Service by 50% & Cost reduction by 20%

American Media Production Studio

Streamlined the vendor enquiry process with Vendor Service Portal along with the integration to Finance Master Data

Technology Excellence

Leading European Airlines

Increased MTTR up to 25% improving user satisfaction and improve productivity via use of Automation

US based Fortune 500 Energy Co

Improve Mission critical Application (Strom Mgmt.) to 99.98% with ITOM and drive 20% cost optimization with cloud FInOps

American Petroleum Refining & Transportation Co

45% Toil reduction in Infra and Network Ops through automation enabled by ServiceNow (40K annual Hour savings)

Employee Experience

Global Media & Entertainment Conglomerate

Amplifying experience for **250K+** global employees | Revitalized Intranet combining 10+ portals

Conglomerate For Safety & Automation Mfg

80% accelerated employee onboarding by streamlining onboarding process across 180 countries & 32 systems in ServiceNow

American Multinational Energy Corporation

50% reduction in Legal Non-Disclosure agreements contract lifecycle timeline | 60% call volume reduction to Legal Analyst by building knowledge base

Operational Excellence

Swedish Fuel Co

Streamlining Policy, Compliance and risk management for 100+ Stations across Europe

Dubai Based Asset Holding Co

Collaborative & Interactive procurement workspace with real time dashboards enhancing Procurement lifecycle process

American Pharma & Healthcare

Integrated risk framework digitized using ServiceNow IRM with 200+ Policies and 500+ controls

Build & Automate

American Property & Casualty Insurance Co

Customized portal for seamless merchandizing, enhancing user experience and optimizing processes in retail environment

Multinational IT Service Provider

30+ LTIMindtree clients on CloudX platform to accelerate IT Ops transformation leveraging 500+ automations

US Based International Financial Institution

Automated Pension Management for global ex-employees

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Service Desk Capability

Service 1
IT Support/Helpdesk

US & Poland	130,000+	VIP User Management	150+	1M+	18+	3,000+	56+
Nearshore Service Desk Operations	Monthly Tickets		Global Outreach of SD Services	End Users	Languages Supported	Global Skilled Experts	Proactive and Reactive Bots

KEY SERVICES

L1 Service Desk

- Conversational AI based Service Desk
- 24x7 Single Point of Contact
- Local coverage
- Multi-lingual support (Chat and Telephony)
- ITIL based Support (Incident | Service Request Management)
- Knowledge Management | Self Help | Self Heal
- Multi Resolver Groups & 3rd party Coordination Services

Remote Desk Support

AR/VR led guided resolution | Complex End User Incident & Request Resolution | VIP users & Escalation Support

Access Management

AD Account Management |Mailbox / DL Access Management | Shared Drive Access Management

Service Desk Languages and Locations

Region	Service Desk Locations	Languages Supported Onsite
U.K.	Manchester	English, Polish
US, Canada, Mexico	Phoenix AZ, California, Connecticut, Mexico	English, Spanish
Nordics	Poland	English, Danish, Finnish, Swedish, Norwegian, Spanish, French, Italian, German, Portuguese, Polish
India (Offshore)	Bangalore, Chennai, Hyderabad, Pune, Mumbai	English, Spanish, French, Italian, German, Portuguese, Polish, Italian Mandarin, Thai, Malay, Filipino, Tagalog other APAC languages

Partner Ecosystem

servicenow GoTo Lakeside gnani.ai avakoge RESOLVE AMAZON CONNECT Callnovo hemmersbach

Key Highlights - Accolades

70% First Time Fix
Resolution % of tickets at L1 Service Desk

35% Savings
Average Demonstrated Savings in TCO

15% Optimization
Process & Automation led Avg. reduction in OPEX cost in each year of Steady State

100% Compliance
ITIL and GDPR compliant Service Desk

M365 Capability

15+	200+	1000+	500+	400+
Years of Seamless Execution	Customers	Successful Implementations	Experienced Professionals	Certified Professionals

Services

- Advisory & Consulting
- Design & Strategy
- Custom Solutions
- Collaboration & Communication
- Accelerated Migration & Upgrades
- Modernization & Transformation
- Support & Maintenance
- Accelerated AI Development

Solution Areas

- Employee Experience & Engagement
- Modern Digital Workplace
- Content Management Portal Solutions
- Legacy Application Modernization
- Business Applications
- Business Process Automation
- Enterprise Integration
- CoPilot based Solutions

Technology Landscape

M365 · SharePoint · MS Teams · SPFx · Power Apps · Power Automate · Azure Integration · Copilot Studio · M365 CoPilot · Viva Connections · Viva Topics · Viva Insights · Viva Learning

Microsoft Solutions Partner
Highest level of Strategic, Multi-level and 360 Degrees Relationship

State of the art M365 Center of Excellence
Joint Industry specific soln. development

Microsoft Ecosystem Office 365 Integration Leader U.S. ISG Provider Lens 2020
Ranked as Leader in Microsoft Ecosystem in 2023

M365 Advanced Consulting Partner
Integration Partner for Tools & Solutions

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Data Services: Our Experience & Capability

Service 2
ADM & Enterprise Systems

12,000+	350+	20+	100+	FORRESTER®	Gartner Magic Quadrant	Everest Group PEAK MATRIX®
Data Engineers / Specialist	Global clients	Technology CoEs	Data-on-cloud specific tools and utilities	Featured in Report - Scaling Data Science in AI & Beyond	Honorable Mention - Data & Analytics'22	Star-Performer - 'Major Contender' category'22

What are we solving for - Data-driven Everything (D2E)

Data Strategy & Discovery
- Future ready Data architecture strategies
- Discovery & Assessment
- Tools Consulting
- External Benchmarking
- Data Culture

Business Consulting
- Art of the Possible Business Use Cases
- Use Case Prioritization & Solutioning
- Business Case & Value

Modernizing D&A
- D&A Modernization/ Migration
- Next-gen Data Management
- D&A Platform Engineering

Transforming Outcomes
- Industry Analytics
- Building Data-driven Org
- Customer & Commercial Analytics

Applied AI
- Defining AI
- Scaling AI
- Generative AI

Trust And Compliance
- Trust & Governance
- ESG & Compliance
- Security & Privacy

Operate To Thrive
- Active DataOps
- Autonomous Ops
- Insights-as-a-Service

Predictable, outcome-based services-as-a-software approach for quick value realization

Innovation-led Value realization | **Products-led Monetization**

Comprehensive no-code/low-code platforms for Data-to-Decisions lifecycle

PARTNERSHIPS

Google Cloud	aws	Microsoft	snowflake	databricks
Premier Partner	AWS Advanced Consulting Partner	Solutions Partner - Data & AI	Elite Service Partner	Elite Service Partner

Informatica · Fivetran · dbt Labs · Alation · ThoughtSpot · tableau

mongoDB · Qlik · MATILLION · BigID · Collibra · dremio

KEY ACCELERATORS

Eureka	Data Mesh	Alcazar	FOSFOR
GCP Smart Analytics using tools & utilities across data value chain	Data Mesh is new architecture paradigm which enables orgs to become Data Driven	Unified data analytics and AI at scale using automated utilities and frameworks	Software-as-service: Fosfor Data Product Suite

Enterprise AI Capability

Service 2
ADM & Enterprise Systems

150+ Global Clients

500+ Data Scientists / AI Eng

10+ Accelerators

8 Centre of Excellence

AI Strategy & Consulting | PowerofOne Experiments | IT Service Transformation | Business Acceleration | Platform Engineering

Our Expertise in AI

Decision	Text & Speech	Image & Video	GenAI
Customer Analytics	Conversational AI	Context Classification	Text Summarization
Operational Analytics	Text Classification	Metadata Tagging	Intelligent Search
New Product / Revenue	Speech & Sentiment Analysis	Object Detection	Code Generation
Risk Analytics		Object Recognition	Audio& Image Generation

Partners & Industry Accolades

AVASANT RADARVIEW — Innovator Applied AI and Advanced Analytics Services 2022

Everest Group PEAK Matrix — Major Contender Artificial Intelligence Services 2021

- Finalist Partner Of Year : Azure AI And Business Transformation
- Launch Partner Of Bedrock AWS Genai Platform
- Premier Partner Specialization In Data & Analytics
- Elite Partner Launch Partner Of Genai Services
- 2023 Databricks Partner Champions Of The Year

Our inhouse AI Platforms

canvas | refract | lumin

Microsoft Azure | OpenAI | Google Cloud | Bard AI | aws | Hugging Face | AI21labs | stability.ai | charli | AI

R | Cortana | python | Dialogflow | Spark MLlib | NLTK | vertex.ai | Amazon SageMaker | Microsoft Cognitive Services | OpenCV | data iku | DataRobot | databricks | learn | YOLO | alexa | TensorFlow | SPSS | mlflow | Keras | sas | Kubeflow

SAP Capability

Service 2
ADM & Enterprise Systems

9500+	4700+	200+	1200+	10+
SAP Practitioners	SAP Certifications	SAP Clients	SAP Projects	Solution Platforms

Highest Tier SAP Partnership

GSSP
Global Strategic Services Partner
(1 of 19 globally)

Industry Innovation
RISE with SAP partnership



CFIN Advisory Board
Partner Award (Top Gun)

Marquee Awards & Recognition



SAP Pinnacle Award for
Industry Innovation



Winner of SAP Hack2Build
Hackathons for Innovative Solutions



GenAI based Business Application



SAP BTP based Industry Solution

Datasphere enabled Solution



Sustainability Solution

Recognized by Market Influencers

Gartner Peer Insights Rating for S/4HANA (2023)

4.7/5	92%
Rating from Customer Reviews	Customers recommend LTIM

ISG Provider Lens SAP Ecosystem Research (2024)

"Leader" in **SAP S/4HANA System Transformation** - Large Accounts, US & UK

LTIMindtree AVASANT RADARVIEW INNOVATOR SAP S/4HANA Services 2023-2024

"Innovator"
Avasant RadarView Research (2024) on **Leading S/4HANA Service Providers**

Global Finance transformation powered by S/4HANA Central Finance

British American Tobacco is the market leader in more than 200 markets and has nearly 60,00 employees worldwide

Challenges

- To -implement a Global Central Finance Solution supporting 200+ markets onto a new S/4HANA Central Finance 1909 platform including integrating the Reynold's acquisition . with zero disruption to business users
- Creation of a new data model providing transparency across both management and statutory reporting in a consistent manner on BAT's Global chart of accounts
- Integration with S/4HANA Treasury and Cash Management.

Solution

- A proof of value , followed by a full- scale implementation of Central Reporting including Cost object allocations in CFIN , parallel ledgers for US GAAP and IFRS and full integration with S/4HANA Treasury and Cash Management.
- Use of Mindtree accelerators such as our BADI delivering Cost of Goods sold
- Fielding a small, high caliber team working closely with key BAT stakeholders..

Expected benefits

- Standardized and harmonized Statutory and Management reporting across the Group
- Ability to report both using US GAAP and IFRS standards
- Implementation of Costing based Margin analysis in S/4HANA including Cost of Goods sold

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Our journey with J&J for Smooth Landing into Central Finance: We guarantee to achieve 99.99 % accuracy

Johnson & Johnson

4 Business Lines	18	30+	73	710,000
Pharma, Consumer, Medical Devices, Vision Care	SAP Systems	Other ERP systems	Legal Entities	Documents/day

Sept 2020 to Dec 2020 → **Jan 2021 till date** → **Feb 2021 till date for multiple Rollouts** → **Feb 2022 onwards**

Data Reconciliation Design

CFIN Data Reconciliation Design for Data Accuracy and completeness

- Reconciliation Dashboard
- **20+** Data validity and Accuracy Reports

CFIN & TM1 Support

Data Reconciliation Ticket Resolution Business Enablement

- **99.99%** Accuracy in FI data & **100%** in CO data
- Error reduced from **50K** documents to **1000** documents

Data Migration COE

End to end ownership of master data migration to support business teams

- Smooth data migration
- Data Cleansing
- Pre and Post Load data validation
- Source system corrections```

Support for Anaplan

Support downstream systems for data accuracy and completeness

- Reconciliation for headcount, CAPEX, OPEX
- Reconciliation of forecast data from source to Datahub (BI) to ANAPLAN

Key Achievements

LTIMindtree

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Delivering Finance Transformation for Fortune 500 Global CPG Major

Program Complexity



$ 83 Bn
Revenue



65 Brands
Brands spread across 10 product categories



180+
Countries where brands are sold



92,000
Employees



13+
Core ERP instances + many more….

Key Challenges

Complex Statutory and Compliance requirements
Constantly changing Brazilian Tax Laws | Divestitures & Acquisitions

High spend on IT running cost
158% higher spend than Industry average IT operations cost

Highly complex Reporting environment
72 TB Finance Data |108 interfaces | 1600+ Apps

Lack of forecasting accuracy
500+ forecasters with no collaboration mechanism

Business Need

Consistent Statutory & Management reporting

Accelerate financial closing cycles

Enable Financial Shared Services

Real time KPI monitoring for faster decision making

Improved Forecast Accuracy

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Workplace and Collaboration Capability

Service 2
ADM & Enterprise Systems

2200+ Consultants

1800+ Certified Consultants

1M+ Users managed globally

50+ Transformation Engagements

150+ Clients

20+ Partnerships

USA | Canada | India | Denmark | UK | Singapore | Japan | South Africa | Kuwait | Germany | France | Australia

IPs and Accelerators

- Smart Bot
- Agent Assist
- Supervisor Assist
- MigExpress Suite
- Smart IVR
- Email Reader
- AR VR Support
- AR VR Service Assist
- Botzer
- Automated Feedback

Consulting , Transform and Run Capability Spectrum

Workplace Modernization

Device as a Service | Modern Deployment and management | Modern Packaging | Workplace Virtualization

Workplace Experience

Service Desk | Field Services | Tech café | Unified Experience Management

Workplace Collaboration

Unified Communication as a service | M365 Services | Google workspace | Webex, Zoom, Teams | On-premise Exchange

Analyst Recognitions

NelsonHall (Leader – Run Capability)

ISG (Leader, US –Managed Workplace Services- End User Technology)
(Leader, Nordics and US- Managed Employee Experience Services)

AVASANT (Innovator – Digital Workplace)