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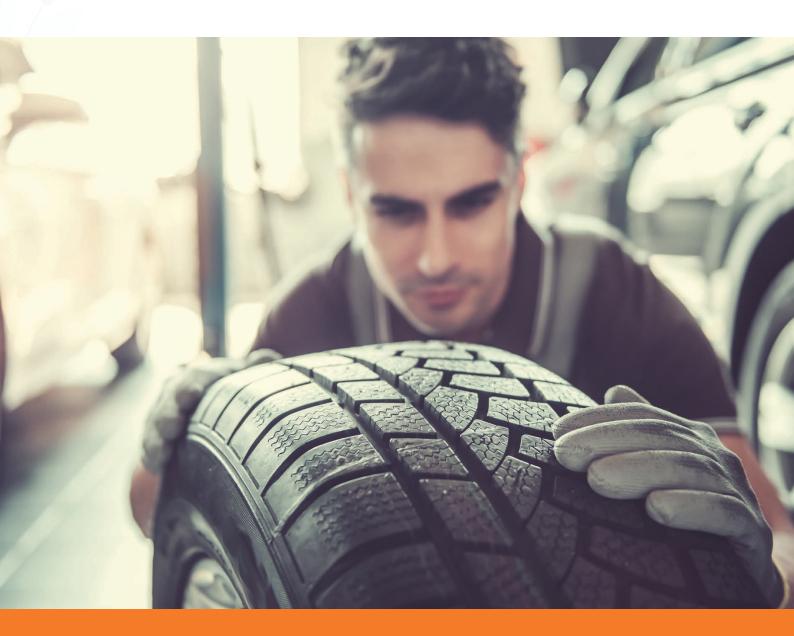
Improving Time-To-Market for Customer-Facing Applications in the Area of Fleet Services and CRM

Client

The client is a leading manufacturer of **tires and automotive vehicle parts**

Challenges

- The client is embarking on a future journey to evolve as an integrated solutions provider for the fleet landscape
- Different applications/systems of their fleet services lead to extra efforts for maintenance of information and service execution
- Need for a partner to collaborate on the development across their systems, and support the maintenance of the applications by bringing in innovation, cost-efficiency, and the ability to scale-up towards changing demands

LTIMindtree Solution

- LTIMindtree partnered with the client across POD-based development teams to bring in feature-based delivery in Agile set-up
- Consulting collaboration channels were established to nurture business features for development
- Operational processes were set-up to adhere to SLAs
- Enhancement of the reporting process to improve user experience
- Effective maintenance of the CRM systems, web, and mobile applications for an integrated seamless application lifecycle

Business Benefits

- Faster time-to-market: Agile processes enabled faster delivery
- Enhanced reporting process provided better user experience and improved insights
- Better application support: Increased the application availability and SLA adherence to 100%

LTIMindtree is a global technology consulting and digital solutions company that enables enterprises across industries to reimagine business models, accelerate innovation, and maximize growth by harnessing digital technologies. As a digital transformation partner to more than 750 clients, LTIMindtree brings extensive domain and technology expertise to help drive superior competitive differentiation, customer experiences, and business outcomes in a converging world. Powered by nearly 90,000 talented and entrepreneurial professionals across more than 30 countries, LTIMindtree — a Larsen & Toubro Group company — combines the industry-acclaimed strengths of erstwhile Larsen and Toubro Infotech and Mindtree in solving the most complex business challenges and delivering transformation at scale. For more information, please visit **www.ltimindtree.com.**