



Mindtree

A Larsen & Toubro Group Company

Improving time to market for customer facing applications in the area of **Fleet Services and CRM**



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



The Solution

- Mindtree 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



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%



■ ABOUT MINDTREE

Mindtree [NSE: MINDTREE] is a global technology consulting and services company, helping enterprises marry scale with agility to achieve competitive advantage. “Born digital,” in 1999 and now a Larsen & Toubro Group Company, Mindtree applies its deep domain knowledge to 350+ enterprise client engagements to break down silos, make sense of digital complexity and bring new initiatives to market faster. We enable IT to move at the speed of business, leveraging emerging technologies and the efficiencies of Continuous Delivery to spur business innovation. Operating in more than 15 countries across the world, we’re consistently regarded as one of the best places to work, embodied every day by our winning culture made up of 21,000 entrepreneurial, collaborative and dedicated “Mindtree Minds.”