



Mindtree

A Larsen & Toubro Group Company



Mindtree's **ITSM offerings** improved **Lufthansa's customer satisfaction** and enabled **quicker response time**



Client overview

The Lufthansa Group is an aviation group with operations worldwide. With 110,065 employees, the Lufthansa Group generated revenue of EUR 13,589m in the financial year 2020. The Lufthansa Group is composed of the segments Network Airlines, Eurowings and Aviation Services. Aviation Services comprises the segments Logistics, MRO, Catering and Additional Businesses and Group Functions. The latter also include Lufthansa AirPlus, Lufthansa Aviation Training and the IT companies. All segments occupy a leading position in their respective markets.



Challenge

The Lufthansa Group uses ServiceNow to provide support for their IT Infrastructure operational tasks and wanted to enhance the platform on an ongoing basis to enable quicker response time to achieve higher user satisfaction and improved user experience.

They were looking for a technology partner that could support and provide solutions for improved user experience in a multi-provider environment, perform new module implementations and integrations with the multi-provider ITSM platforms. The technology partner was also required to support multi-provider onboarding to ServiceNow, enhance their cloud utilization, reporting capabilities, and provide continual improvement.



Solution

Mindtree supported the Lufthansa Group to set up a structured delivery process and governance model. We provided support services and solutions, including:

- Cloud management and reporting
- Supported Lufthansa Group to enhance user experience in the ServiceNow Service Portal
- Automation of user management in processes such as creation/modification of cost center via catalog item
- UAT for cloud module, Multifactor authentication (MFA), change management module, and vendor management module
- Configuration of ServiceNow Now mobile application
- Support Lufthansa Group to use ServiceNow for MultiProvider steering



Benefits

Quicker response time leading to higher user satisfaction	85% work performed from offshore
SLA based delivery and reduced backlogs	Faster deployment - Structured process for release management
Productivity increase via automation of group creation and management, "Change of tags" between ServiceNow and MS Azure for the cost center and business service	ServiceNow integration with Microsoft office 365 – Created incidents for emails received at multiple mailbox accounts by enabling the configuration between ServiceNow and Office365 using OAuth 2.0 authentication



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 290+ 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 over 21,000 entrepreneurial, collaborative and dedicated "Mindtree Minds".