

Success Story:

Larsen & Toubro Infotech Ltd. (LTI)

Larsen & Toubro Infotech Ltd. (LTI) is a global technology consulting and digital solutions company operating in 33 countries with 476 clients. Initially founded in 1997 as a subsidiary of Larsen & Toubro Limited, its unique heritage gives LTI unparalleled real-world expertise to solve multifaceted challenges enterprises face across every industry.

Each day, more than 40,000 LTI employees empower the company's clients, improving their business and technology operations effectiveness and delivering value to their customers, employees, and shareholders.



Challenge

With Covid-19 forcing many companies to accelerate their digital transformation, LTI found an increased need for its services in helping companies prepare for that journey. LTI realized that the company's service desk needed to grow to effectively serve end-users.

LTI wanted to empower its teams with the right tools to cater to the end-users in a better way. The company needed a remote support tool provider that was a real partner - one that would work along with its new positioning rather than just throwing licenses across the wall. LTI wanted a robust solution that would allow it to be proactive in serving its customer base.



Solution

LTI considered several potential solutions and ultimately chose GoToAssist due to its ability to seamlessly integrate with existing technology and its ease of use. LTI wanted to build these technologies quickly, so they are intuitive, not only for its agents but for the users as well.

One of the key considerations of choosing GoToAssist was the ease of implementation, and GoTo's responsiveness throughout the implementation and onboarding processes assured LTI that it had found a true partner in its transformation journey. Each account within LTI had direct access to its own GoTo customer success team, which was unparalleled.

“GoToAssist is easy to use, and its reporting allows us to quickly and easily see what we’ve done in the past so we can take insights from that and build on our knowledge. If I had to pick two words to describe my experience with GoToAssist, it would be ‘awesome’ and ‘easy.’”

Collins Daniel

Head- Digital Workplace
Technology Office, LTI



With their IT department having to conduct many remote sessions to support the customer base, LTI found that GoToAssist was the most feature-rich, and consistently worked the best compared to the previous tool it was using. The tool enabled LTI to work directly with the user and what’s more, the session will almost always stay connected even if the machine is rebooted, which is crucial when working in a remote support capacity.



Results

LTI has realized considerable time savings since switching to GoToAssist, with reduced call time and accelerated call resolution for its customers.

In addition, GoToAssist’s robust reporting capabilities meant that LTI now has greater visibility into how effective and efficient it is serving its customer base. The tool allowed LTI to keep track of all the support sessions provided - from average duration to the session type to the customer’s name - so management can easily see whether they’re measuring up to the service level agreements (SLAs) they have in place with their customers. The reports not only provided useful statistics, but also captured what the technician has written while in a session, which can shed further insights into why each session was required and whether there are learning and training opportunities to be proactively addressed with LTI’s customers.

Want an easy-to-use, feature-rich way to provide remote support?

Visit get.gotoassist.com or call us at 1800 266 9248 to learn more.

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