# LTI – Business Process Transformation through RPA and AI

**Vendor Assessment**
**Report Abstract**

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**NelsonHall**

**12 pages**

## Who Is This Vendor Assessment For?

NelsonHall's Business Process Transformation through RPA & AI profile of LTI is a comprehensive assessment of LTI's automation-centric service offerings and capabilities in support of business process transformation designed for:

- Sourcing managers monitoring the capabilities of existing suppliers to deliver process transformation and automation using RPA and/or AI technologies and identifying vendor suitability for RFPs seeking automation-led process transformation or business process services

- Vendor marketing, sales and business managers looking to benchmark themselves against their peers

- Financial analysts and investors specializing in the support services sector.

## Key Findings & Highlights

LTI is an India-headquartered IT services vendor, with a presence in 22 countries. LTI's revenues for three-quarters of FY18 as of December 2017 were US$824m, with currently around 69% of the company's revenue derived from North America and 47% from the BFSI sector. The company employed 23K personnel as of December 2017.

The company has repositioned as a "next generation IT services company" around its digital offerings and positions itself as "solving complex business challenges at the convergence of digital and physical, with its real-world expertise and client centricity, helping clients create captivating customer experiences, enhance processes and build innovative business models".

As part of this repositioning, automation and the application of RPA & AI technologies to develop new digital process models, are the key parts of the overall digital theme.

LTI positions as an RPA & AI consultancy and implementation partner stressing its ability to incorporate design thinking, "think beyond robots" and act as a one-stop shop for all digital requirements.

LTI is focusing on digitalization and optimization of processes using a combination of RPA, BPM, and AI technologies to develop new digital process models. The company has developed ~30 "solutions" and will continue to develop additional solutions.

## Scope of the Report

The report provides a comprehensive and objective analysis of LTI's offerings, capabilities, and market presence in support of business process transformation through the application of RPA and AI technology including:

- Analysis of the company's offerings and key service components for achieving business process transformation through the application of RPA and AI technology

- Analysis of the company's delivery organization for delivering business process transformation through the application of RPA and AI technology

- Analysis of the profile of the company's RPA and AI-based services customer base, including the company's targeting strategy and examples of current contracts

- Revenue estimates for the company's RPA and AI-centric services

- Identification of the company's strategy, emphasis and new developments in support of business process transformation through the application of RPA and AI technology

- Analysis of the company's strengths, weaknesses and outlook in achieving business process transformation through the application of RPA and AI technology.

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## Report Length

11 pages

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## Business Process Transformation through RPA and AI Vendor Assessments are Available for:

Arvato

Capgemini

Cognizant

Conduent

DXC

EXL

Genpact

HCL

HGS

IBM

Infosys

LTI

Mphasis

NIIT Technologies

NTT Data Services

Sopra Steria

Sutherland Global Services

Swiss Post Services

Tata Consultancy Services

Wipro

WNS