L&T Technology Services

~1,000 Apps: Managed. Modernized. Sustained.

Keeping 15,000 engineers engineering.



engineering intelligence

CASE STUDY

EXECUTIVE SUMMARY

A global engineering and construction organization runs its entire project delivery on ~1,000 engineering applications, used by a 15,000+ strong workforce spread across 80+ countries. When those applications stall, billable engineering hours stall with them.

LTTS took end-to-end ownership of the application lifecycle through a **5-year managed services engagement -** a 24×7 offshore delivery centre governed by the ITIL (Information Technology Infrastructure Library) framework, layered with cloud modernization - cutting **Priority-1 and Priority-2 incidents (critical and high-severity) by 70%,** lifting application performance by **up to 64%,** and resolving **85% of tickets within two days.**

CLIENT CHALLENGE

At this scale, application downtime is not an IT nuisance - it stalls billable engineering hours across live capital projects, in every geography at once. A fragmented, geography-by-geography support model could not hold the SLA (Service Level Agreement) bar, and gave the business no trend visibility into why the same issues kept returning. Adding more regional vendors would have deepened the fragmentation, not fixed it. What the client needed was a single, accountable partner to own the full IT/OT application landscape end-to-end - support, stability, performance, cloud migration, and continuous improvement - on a multi-year basis, with one service standard and one number to call.

ENGINEERING COMPLEXITY

Individually, none of these four problems is unusual. Holding **all four at once** - on an application landscape that can never go offline - is what made this hard.

01 **Scale and diversity of the landscape.** ~1,000 applications - Bentley, Autodesk, SmartPlant, ProjectWise, and a long tail of desktop, enterprise, and custom apps - each with its own release cadence and vendor dependency, all held to one service standard.

02 **Round-the-clock global coverage.** A 15,000+ user base spread across every major time zone meant "business hours" never closed - support had to be continuous and shift-based, without quality dropping between handovers.

03 **High-volume ticket flow.** 300+ incidents and 400+ service requests a month, all within SLA - without recurring issues quietly re-entering the queue.

04 **Continuous change on a live environment.** Patching, upgrades, migrations, and enhancements delivered while the environment stayed live - every change window was somebody's working hour.



OUR SOLUTION

Six interventions - each closing a specific risk named above, and each a capability the client can call on again.

Capability	What it solved
Offshore Delivery Excellence Centre	Single, consolidated owner of the ~1,000-application landscape - replacing fragmented, geography-by-geography support.
24×7 shift-based support on ITIL	Follow-the-sun coverage across all time zones with structured handovers - service quality held constant between shifts.
Shift-left: knowledge articles + trend identification	Recurring patterns mined into reusable knowledge and package fixes - cutting ticket volume at source, not just ticket time.
Proactive monitoring and alerts	Degradation flagged before users noticed - pre-empting critical and high-severity outages.
Re-architecting + configuration corrections	Architecture-rooted issues fixed and tuned geography by geography, rather than patched at the symptom.
Cloud migration + Azure / Windows Virtual Desktop rollout	Application landscape modernized on cloud, with performance tuned to each user location.

BUSINESS OUTCOMES

70% fewer critical and high-severity incidents. Priority-1 and Priority-2 volumes fell sharply across the engagement -driven by proactive monitoring and architecture-level fixes, not faster firefighting. Fewer outages reaching live capital projects, and materially less escalation overhead on both sides.

Performance gains of up to 64% across the landscape. ProjectWise gained 38% through caching provisions, while Azure and Windows Virtual Desktop rollouts delivered 12%–64% improvements depending on user location - speed returned directly to the engineer's desktop.

85% of tickets resolved within two days. A resolution standard the engineering workforce could plan against -turning support from an unpredictable delay into a service with a known clock.

8% YoY incident and 5% YoY service-request reduction. Delivered through shift-left, trend identification, and package corrections - shrinking the ticket base itself, so the cost of running the landscape falls even as the landscape grows.overhead on both sides.

Engineering capacity returned to the business. Every outage pre-empted and every hour of restored application performance flows straight back into billable engineering capacity across a 15,000-strong workforce - the outcome the client was actually buying.

The EI Edge

Taking tickets is a helpdesk capability. Migrating applications is a cloud capability. Owning the full **IT/OT application lifecycle** - manage, modernize, and sustain - across ~1,000 applications and a 15,000-strong engineering workforce, and making it measurably quieter and faster every year, is an engineering capability.

That is the edge: **ITIL-governed 24×7 delivery, shift-left engineering, proactive monitoring, and modernization executed on a live environment** - working as one layer beneath the applications that capital-project delivery runs on.

What the client is left with is not just a stable landscape. A standardized, cloud-modernized application layer - with five years of structured incident and performance data behind it - is precisely the foundation that **AIOps, self-healing automation, and AI-assisted L1 support** require. The same operating model now extends to the next geography, the next acquisition, and the next thousand applications.

This collateral includes AI-enhanced imagery

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