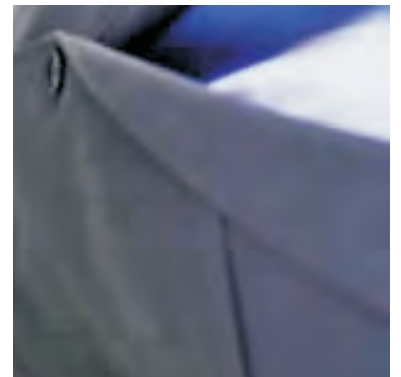Our
Business
Knowledge,
Your
Winning
Edge.

# L&T Infotech

**L&T Infotech**

In an increasingly competitive world, business leaders are focusing more and more on the optimum value to be derived from their investments in Information Technology. As the hype surrounding the IT industry subsides into a sharpened business focus, IT service providers must offer solutions that deliver on promises, and services that unlock value from a plethora of systems co-existing in an enterprise.

L&T Infotech, the wholly owned subsidiary of Larsen & Toubro, US$ 11.7 billion engineering, manufacturing & financial services organization with global operations, offers end-to-end software solutions and services geared to match clients' needs.

L&T Infotech presents a unique combination of size and speed, drawing upon its parent company for size-related benefits; and responding with the agility of a smaller company. The Company also possesses a keen understanding of client requirements in IT services deployment due to constant implementation of IT plans and strategy for various business divisions of the parent company.

Leveraging the heritage and domain expertise of the parent company, L&T Infotech's services encompass a broad technology spectrum, with international business accounting for a major share of its business.

# Manufacturing

## Our Offerings - Creating Value for Clients

| **Manufacturing** | **E&PC** | **BFS** | **Insurance** | **PES** |
|---|---|---|---|---|

### Manufacturing

L&T Infotech derives from its parent, a strong understanding of manufacturing problems and rich experience in implementing cutting edge IT solutions for solving these problems. Our special focus areas include PLM services, Global SCM, Business Intelligence and Manufacturing excellence framework. L&T Infotech provides end-to-end solutions for both the process and discrete industries and leverages the rich experience of the L&T Group in manufacturing. This experience translates into excellence in IT & Technology Services for the Manufacturing Industry.

**Focus Areas :**

- Consumer Packaged Goods/Retail
- High-tech
- Industrial Products
- Automotive
- Aerospace
- Construction & Equipment
- Engineering & Construction
- Chemical & Processes
- Media & Entertainment
- Life Sciences & Healthcare

The Manufacturing Vertical serves several global organizations and is poised for quantum growth.

Offerings:

- Application Development
- Application Maintenance & Support
- Applications Outsourcing
- Testing
- Business Analytics
- Business Technology Consulting
- Infrastructure Management Services
- Integrated Engineering Services
- Legacy Modernization
- SAP Services
- Oracle Services
- Product Lifecycle Management

# Energy & Petrochemicals

Manufacturing    **E&PC**    BFS    Insurance    PES

**Energy & Petrochemicals**

L&T Infotech's Energy & Petrochemicals (E&PC) business unit offers end-to-end software solutions and consultancy to Energy & Petrochemicals industry in the following three sub-verticals - Oil & Gas, Utilities and Mining. L&T Infotech enriches its service offerings in Integrated IT and Automation solutions across the value chain through alliances with leading Technology providers and affiliations with premium E&PC organizations.

Our global clientele includes major oil companies, Integrated oil companies, NOC's, Petrochemicals companies and OFSE and is supported through our globally spread infrastructure at various onsite, onshore and offshore locations.

Affiliations with premium institutes in the Oil & Gas Industry such as the Indian School of Petroleum, the University of Petroleum & Energy Studies, and Petroleum India International provide us with access to domain technology while expertise from the parent organization provides us the industry experience. We have a dedicated Center of Excellence (CoE) for Oil & Gas that scans the market for emerging technologies and their applications. Our CoE develops Proof of Concepts in the latest technologies to suit business requirements. Close partnerships with leading global product vendors help us to offer a wide range of solutions to our clients.

Our alliances with leading Standards and Regulatory Organizations in the Oil & Gas industry have helped us provide flexible, agile solutions that meet stringent operating standards in the industry.

**Value Proposition**

L&T Infotech's E&PC BU delivers, end-to-end proven technology, business and IT services that enable clients to improve their global competitiveness in their upstream and downstream business, with greater confidence of success and an unmatched track record, leveraging the

**deep domain experience of its parent:**

- Solutions-centric Oil & Gas CoE
- Domain-specific training, knowledge management, consulting, and IT outsourcing

**Service Offerings**

L&T Infotech focuses its services primarily on the following four areas:

- ERP - ERP Implementation, Consolidation, Migration and Global Support.
- Information Management - Information Management for upstream and downstream.
- IT for large Capital Projects - Project processes to reduce gestation period of capital projects.
- IT for Operations and Integration to Physical Layer - Integrating Physical Layer to ERP through Automation Solution, Asset Management, Plant Operations and Equipment Maintenance.
- Niche Solutions - We also offer solutions in the niche areas like Data Analytics, using Artificial Intelligence, Regulatory compliance services for the Oil & Gas industry, RFID solutions and connectivity to ERP, Locational Intelligence, Digital Oil field, Retail integration, using next generation technology.

Our consultants' deep understanding of Sarbanes – Oxley (SOX) compliance, knowledge of FERC and API standards has helped us provide business value-add to our clients.

Solution Center: We have established an Oil & Gas industry-focused Solution Center in Houston, TX, for demonstrating state-of-the-art technology-based solutions based on the latest technologies.

# Banking & Financial Services

### Banking & Financial Services (BFS)

We provide the winning edge to our financial services clients by deploying our transformational legacy modernization, analytics and testing capabilities for extracting fuller value from IT spend. Our services focus on faster and scalable IT applications through adoption of emerging technologies like SOA standards, GRID computing and Business Process Management. Our emphasis on enhancing STP rates includes recommendations on Application Re-engineering and Application Integration of cross-platform systems. Our approach towards optimizing Operational efficiencies is promoted through robust Architecture & Development methodologies, Automated & High-coverage Testing and ensuring Regulatory Compliance to pro-actively address Operational Risks.

### Testing Services

In addition to Functional coverage, our Testing Services aim at improving aspects like performance and scalability of the applications. Our "Diagnostic" approach to testing identifies gaps in the application architecture and allows us to recommend solutions to increase the STP rates of applications. Our test frameworks, "FAST" And "BATON" provide a single window access to all the test automation needs.

- High-end Testing Consultancy
- Functional, Regression, Performance and other Testing Services
- Cross-platform Testing of Integrated Applications
- Business Process Validation testing

### Legacy Modernization

L&T Infotech has used its unique Business-driven SureLM™ methodology for Legacy Modernization to help clients from conceptualization to implementation/ support phase. Our methodology involves arriving and implementing a legacy modernization roadmap by adopting the business-centric approach, which would ultimately drive business agility as follows :

- Define IT, information & infrastructure architecture

- Define Application architecture and Legacy modernization roadmap
- Implement the road map in the most risk-averse manner
- Provide Support & Maintenance in Steady State

Application Development , Application Maintenance & Support and Application Outsourcing

These services from L&T Infotech span across the entire spectrum of technologies and business domains with a choice of various engagement models – onsite/offshore, total onsite and turnkey offshore. We provide 24X7 application support services to our clients across the globe.
- Modernize and customize applications
- Dedicated center (ODC) services
- Remote Maintenance & Production Support
- Offshore System Support/ Problem Management
- Migration & Re-engineering
- Integration and Web-enabling

### Business Analytics
We help the financial services industry players to extract fuller value from their voluminous transaction data. L&T Infotech provides Data Warehouse (DW) and Business Intelligence (BI) solutions such as Data Warehouse Design; Extraction, Transformation & Loading; Data Cleansing; Analytical Reporting; and Data Mining services. We have expertise in proposing right ETL solutions with the right ETL tool. For this, we leverage:
- Dedicated DW & BI Center of Excellence
- Experience on Wide Spectrum of DW & BI tools
- Partnerships with leading Industry players

### Package Implementation
We offer third party package implementation to address specific business areas like:
- Lending Solutions by Fidelity ALS product suite
- Enterprise Portfolio Management by Planview
- Reference Data Management by Golden Source product suite
- FlexCube by Oracle Financial Services Software Limited
- VisionPLUS by First Data International

# Insurance

**Insurance Practice**

We provide the winning edge to our insurance clients by leveraging our domain expertise, innovative solution accelerators, proven onsite/offshore delivery model, robust process frameworks and heritage of risk management for extracting fuller value from IT spend. Our services are enriched by our parent company's seven-decade old experience of dealing with risk management and insurance.

A strong clients focus, constant value addition in terms of cost optimization and innovation has enabled the Practice to develop deep relationships globally with multinationals in the Insurance sector. We take pride in our relationship excellence and our capability to provide end-to-end solutions to solve critical insurance industry problems attained by constantly adapting to meet our clients tactical and strategic challenges.

Insurance Practice has a strong industry interface through partnerships with insurance industry associations such as AICPCU, ACORD and LOMA. These relationships help in providing a focus on domain across all our delivery and expert groups. This also helps us in developing the state-of-the-art training capsules that enable our consultants to keep abreast with the evolving needs of the insurance industry. The dedicated Insurance Practice team comprises a large pool of Domain Specialists, Solution Architects, Business Analysts, Technology Professionals, Regulatory Specialists and Package Implementation Specialists. L&T Infotech's Insurance Practice has strong IT & business expertise of delivering solutions and services to the best in business in Property & Casualty, Life & Healthcare verticals across the Insurance landscape including carriers, intermediaries and re-insurers.

**Property & Casualty**
The changing risk profiles and increasingly competitive environment continues to put growth, profitability and innovation high on the list of business imperatives for insurance industry. Evolving regulatory norms and the need to reduce costs demand Operational Excellence through extraction of better value from IT. L&T Infotech's Insurance Practice provides services & solutions in the following areas within the Property & Casualty (General Insurance) industry:?

- New Business and Policy Administration
- Claims Management
- Distribution Channel Management and Integration
- Reinsurance
- Improving IT Alignment to Business Strategy
- Business Performance Measurement
- Package Evaluation and Implementation

Life Insurance
The ever-evolving insurance market puts immense pressure on the life insurance companies to provide innovative products and services to all its clients. The consolidation of businesses, growth through mergers & acquisitions and a wider basket of financial offerings have resulted in multiple systems of record, resulting in numerous disaggregated IT silos of information. To succeed in the rapidly evolving business climate, insurers are compelled to investigate ways by which they can improve bottomline operational efficiency and drive topline growth, and still meet and exceed the expectations of their clients.

L&T Infotech's Insurance Practice provides services & solutions in the following areas within the Life Insurance industry :

- Policy Administration
- Reinsurance
- Distribution
  Legacy Modernization
- Underwriting
- Front-office
- Business Process Verification
  Package Evaluation
  & Implementation

**Healthcare Insurance**
There is an increasing pressure on governments and healthcare systems to invest in solutions that improve productivity and efficiency, and drive down costs while giving better healthcare to an increasing number of people. Aligning Healthcare Industry with IT has become imperative in order to meet the demands of the next generation.

L&T Infotech's Insurance Practice provides services & solutions in the following areas within the Healthcare Insurance industry:
- HL7-compliant Electronic Health Record
- Consumer-driven Healthcare
- Healthcare Financial Services
- Regulatory & Compliance
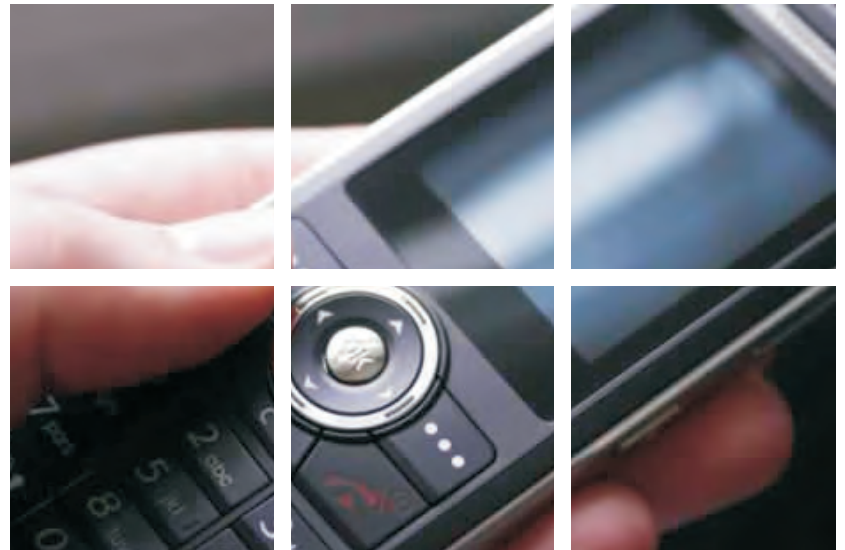
# Product Engineering Services

## Product Engineering Services

The PES BU is a provider of high quality, end-to-end software services ranging from small handheld devices to high availability carrier grade servers. PES covers the entire mobile communications value chain, delivering long-term value to clients through innovative and flexible business models.

The PES BU has a proven track record of developing and deploying state-of-the-art software components and applications catering to mobile handset vendors, chip vendors, telecom equipment vendors, ISVs, telecom operators and service providers. Its clientele includes Tier 1 Mobile Handset Vendors, Chip Vendors and Mobile Infrastructure Vendors across the Globe.

L&T Infotech's acquisition of GDA Technologies, a leading Electronic Design Services and Silicon Intellectual Property solution provider, enables it to offer end-to-end design solutions for the embedded, networking and consumer electronics market. L&T Infotech's IP Practice provides hardware and software IP Solutions in the areas of Embedded, Telecom, Multimedia, Network and Security. We have development centers located in India at Bengaluru, Mumbai, Chennai, Mysore and at San Jose in the USA.

The BU has gained immense experience in the following segments:

- Mobile Handsets
- Multimedia and Codec
- WiMAX
- Next Generation Networks and IMS
- Wireless Technologies
- Connected Home
- OSS/BSS

## Our value proposition

- One stop solution for telecom software services ranging from small handheld devices to carrier grade servers.
- Capable of offering Product Lifecycle-based software services i.e. from conceptualization till sustenance
- Offshore-Onsite development mix coupled with reusable components, reducing total cost of ownership for the client
- Quick ramp-up of resources with right skills and domain knowledge
- Flexible business models to align with clients' need
- Effective multi-locational project management with minimal involvement of client
- Leveraging our partnership program with leading technology forums e.g. WiMAX forum
- Ability to be thought partners

Insurance Mobile Component Framework
Insurance Mobile Components (iMC) is a suite of ready components that can expedite adoption of mobile technologies by as much as 40%. These components cater to functional areas within the insurance industry such as Marketing & Distribution, Risk Inspection, Claims Adjustment, Self-service and Emergency Response. To fast-track the implementation, iMC includes robust architectural design and test scenarios addressing various handsets and platforms, along with consulting and implementation artifacts including business case template, pre-implementation assessment model and reference implementation roadmap.

# SAP

We provide the winning edge to our clients by leveraging our Business-to-IT Connect, proprietary frameworks and extended enterprise expertise to extract full value from SAP investments.

Our SAP Practice is one of L&T Infotech's most mature Practices, and we have been providing value-based SAP services to our clients globally. With proven experience of Global Implementation, Upgrade, Rollout, Production Support, Solution Consulting services and Business Transformation, we have emerged as a "Thought partner" in the SAP Consulting space for Global Fortune 500 companies. Our parentage enables us to leverage the "Business-to-IT Connect" paradigm in providing for strong domain and technology expertise combined with innovative and flexible delivery models, thereby delivering value to our clients consistently.
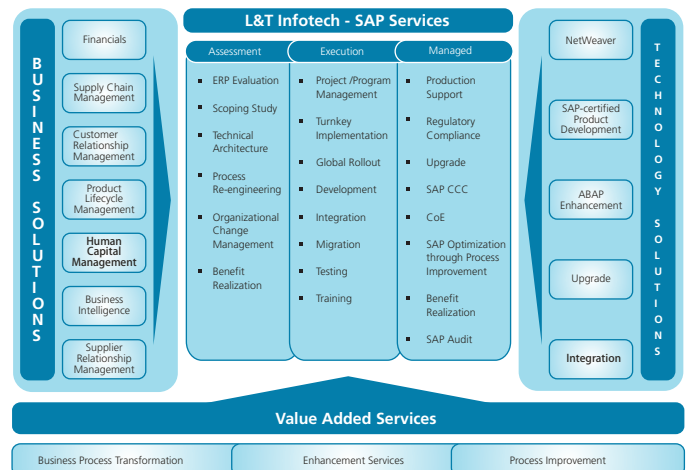
Our dedicated SAP Center of Excellence (CoE) is our engine for continuous scanning of emerging technologies and identifies ways to leverage these technologies for faster and best-fit solution. Our continuous investments into the CoE, brings value to our clients not only by enabling them to get a preview of the technology without actually investing in it, but also by generating solutions addressing critical business needs and providing for accelerators and frameworks. The solutions thus developed are certified by SAP and are available as value-adds to our global clients.

Our Business-to-IT Connect philosophy has enabled us to adopt a Process-based approach for delivering SAP services. We in the SAP Practice are internally organized as per the Business Processes followed in the industry as opposed to the traditional modular approach. This helps us to deliver innovatively to our clients coupled with our Service-oriented Delivery Model bringing in true business value to an engagement.

We have the experience of handling over 400 SAP projects and are supporting 125,000+ users every day across the globe and across various industries. This has enabled us to gather extensive understanding of the end-user perspective. We also have many "firsts" to our credit such as implementation of CFM, PLM, SEM, LSO, DBM, Warranty Management and setting up of a Certified Client Competency Center (CCC).

With L&T Infotech as a partner for SAP Services, you will be assured of a business partner with not only a proven track record, but also of one who offers Flexibility, Scalability, Agility, Cost-effectiveness, Consistency in quality, Transparent Operations and a Partner willing to "walk the extra mile".

We provide a comprehensive range of SAP Services for your business across the lifecycle including upfront Assessment studies to help you from a strategic perspective, Full lifecycle Execution Services and Managed services to continuously deliver value from your SAP investments. We seek to build a long-term relationship with you in providing these services. With an aim to provide value-added services. L&T Infotech offers its clients with Business Process Transformation, Enhancement and Process Improvement Services.



### L&T Infotech - SAP Services

**BUSINESS SOLUTIONS**
- Financials
- Supply Chain Management
- Customer Relationship Management
- Product Lifecycle Management
- **Human Capital Management**
- Business Intelligence
- Supplier Relationship Management

| Assessment | Execution | Managed |
|---|---|---|
| ▪ ERP Evaluation | ▪ Project /Program Management | ▪ Production Support |
| ▪ Scoping Study | ▪ Turnkey Implementation | ▪ Regulatory Compliance |
| ▪ Technical Architecture | ▪ Global Rollout | ▪ Upgrade |
| ▪ Process Re-engineering | ▪ Development | ▪ SAP CCC |
| ▪ Organizational Change Management | ▪ Integration | ▪ CoE |
| ▪ Benefit Realization | ▪ Migration | ▪ SAP Optimization through Process Improvement |
| | ▪ Testing | ▪ Benefit Realization |
| | ▪ Training | ▪ SAP Audit |

**TECHNOLOGY SOLUTIONS**
- NetWeaver
- SAP-certified Product Development
- ABAP Enhancement
- Upgrade
- Integration

### Value Added Services

| Business Process Transformation | Enhancement Services | Process Improvement |
|---|---|---|

# SAP

## Making Proactive Investment

- Dedicated NetWeaver CoE to offer services in Migration, Upgrade and Application Development
- Partner in SAP's 'Safe Passage Program'
- Development of DOI (Desktop Office Integration)
- Focusing on MVC (Model View Controller) concept to optimize on data modeling and dispersion of information via multiple media
- Proactive alignment with SAP's roadmap for using Solution Manager as an application management backbone and evangelizing the same at various client sites

Development of reusable component library and extensions / frameworks, using SAP NetWeaver Tools, Adobe Tools (Macromedia, AJAX) for rapid deployment of solutions

## Several Firsts to our credit

- First to implement SAP Strategic Enterprise Management (SEM), Product Lifecycle Management (PLM) and Corporate Finance Management (CFM) in India
- First Non-European company to be invited to SAP's European Annual Conference "Sapphire 2000", at Berlin, to showcase our mySAP implementation
- Implementation partner for First Warranty Management System in SAP
- First consulting company to implement SAP Learning Solution in the world
- First Indian IT Consulting Organization to set up and Manage SAP-certified "Customer Competence Center - (CCC)"

### Delivering Value to our Clients

## Our Intellectual Property

- ZoomUp – Upgrade Tool
- EzWatch – SAP Support Governor
- Inspire – SAP Primavera Interface
- EC&O All-in-one Solution for India, Middle East and US
- BI Toolkit
- Code Review Tool
- KPLAN – Knowledge Transfer Tool
- Process Improvement Suggestion Tool
- SCM Smart – Manugistics to SAP Migration Tool
- EXODUS – BC to XI Migration Tool
- SACS – Security Control Tool

## Our Partnership

- SAP service partner
- Value added reseller for EC&O vertical
- SAP-certified integration partner
- Partner for "Safe Passage"
- Enlisted for participation in IOP (International Offshore Partner Program)
- Participation in SAP partner program for CAF (Composite Application Framework)
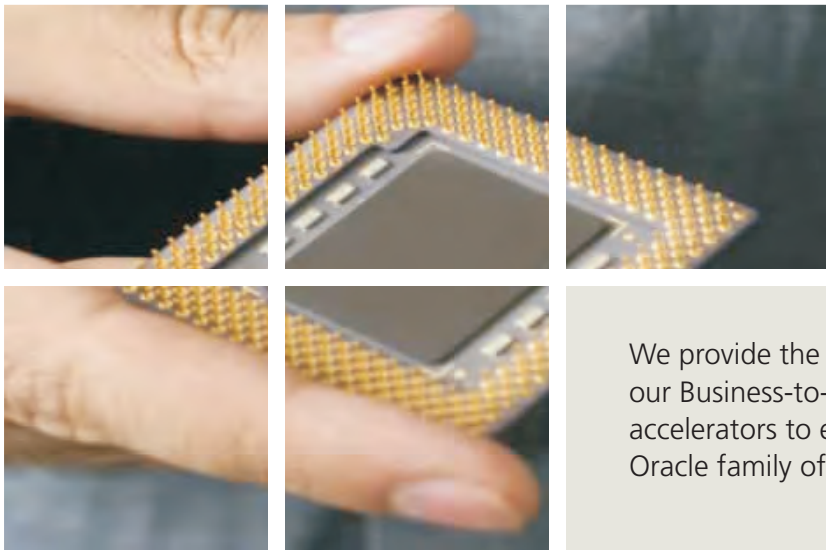
# Oracle

We provide the winning edge to our clients by leveraging our Business-to-IT Connect, proprietary diagnostics and accelerators to extract full value from investments in the Oracle family of products.

About Oracle Practice

L&T Infotech is a world-wide Oracle Platinum Partner. The company's endeavor to serve the entire value chain has enabled the company to provide and maintain services across Oracle technologies like Oracle E-Business Suite, JDEdwards, PeopleSoft, Fusion Technology, Siebel and EPM/BI among others. Bestowed with this exceptional knowledge, experience and insight, we have received the reputation of being a sustained partner to our clients who value our relationship. We enjoy an implicit unrivaled status of being one of a kind solutions provider. We provide analytical value and an undeniable total cost of ownership to our clients so that they heighten their competitiveness and revenue growth.

With Over 900 Consultants and Engagements across the globe, Oracle Practice at L&T Infotech is one of the leading players in the areas of: Application Support and Maintenance, Upgrades, Implementation, Migration and other related services.

Our Functional Consultants have an average of 5 to 6 years of domain experience, besides having professional Qualifications like CA / CPA, B.E/B.Tech & MCA/MBA.The team has experience across different types of projects like Implementation, Upgrades, and Rollouts, etc. and is ably led by Project Managers, who have extensive Project Management experience in managing large Global Projects.

We provide a blend of expertise, experience and immediate availability at a competitive price for your Oracle enterprise application. With a strong consulting team and dedicated technical team, including functional & domain experts, we have a collective project experience of over 1500 man-years. Our client engagements have provided us with the expertise and insights to help you hit the ground running. Our clients span the complete spectrum of industry verticals and we bring a deep understanding of our clients' particular business challenges to each implementation.

We also take care of their migration needs in a seamless manner, thus generating a high level of confidence and satisfaction in the client. Our efforts help the clients increase their shareholder value. Since we provide the right solution at the right time, trust and confidence is created in clients' minds. The clients' comfort zone becomes wider and they can be sure of the predictive value that we can offer.
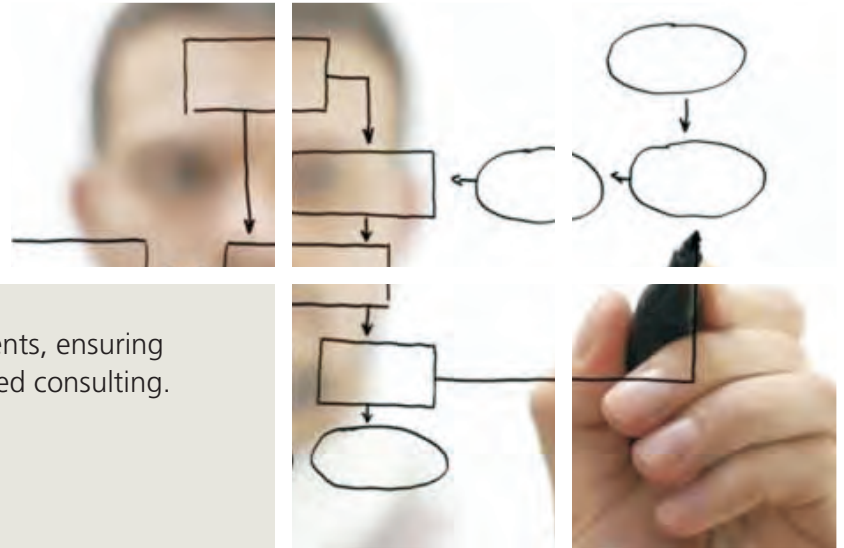


**L&T Infotech's Software Development Center at Mahape, Navi Mumbai, India.**



**L&T Infotech's Bengaluru Campus in India.**

# Consulting

We provide the winning edge to our clients, ensuring Business-to-IT Connect through expert-led consulting.
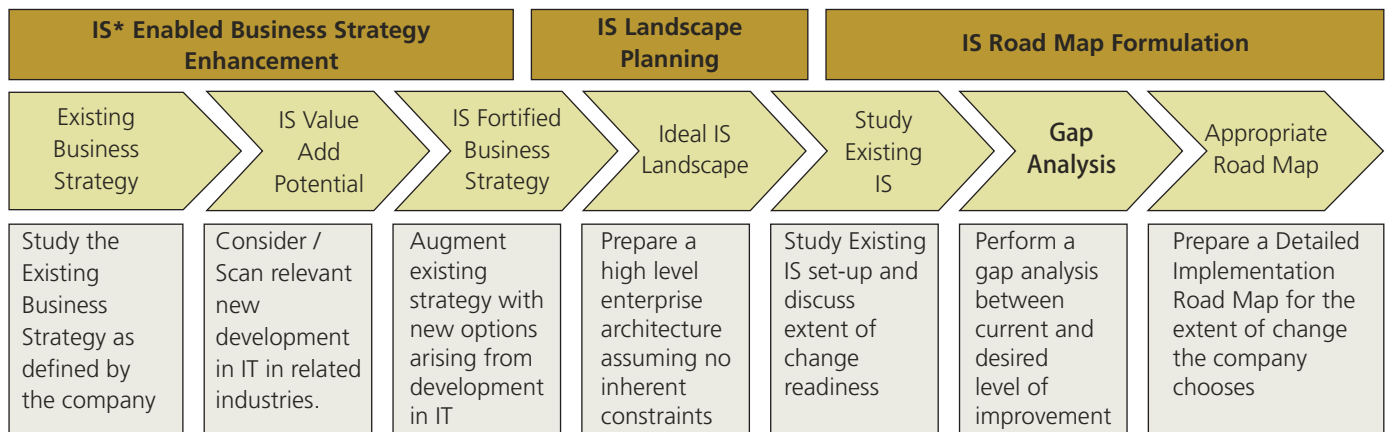
## Consulting

L&T Infotech's Consulting Practice focuses on improving the employee productivity and using IT as an enabler to derive competitive advantage.
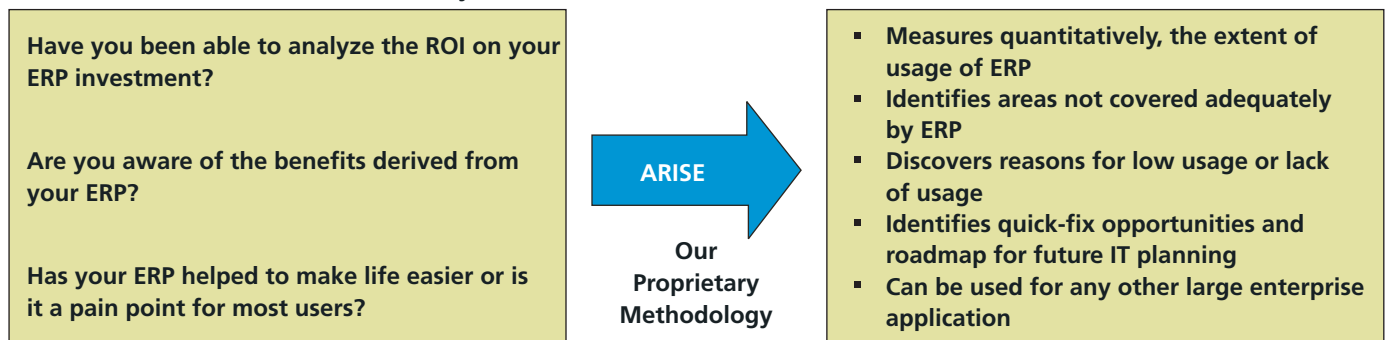
## Our Key focus areas

- ARISE (Annual Review of Information System Effectiveness)
- Aligning IT to your value drivers
- EDM (Enterprise Data Management)

## What is your next BIG IT Investment?

- Do you use data comprehensively to derive the maximum value for your organization?
- Cutting Edge Technologies (SOA & BRE)
- Is PLM a challenge you continue to grapple with?
- Shop Floor to Business Layer Connect
- Does critical shop-floor data trigger effective decision making?

| IS* Enabled Business Strategy Enhancement | | | IS Landscape Planning | | IS Road Map Formulation | | |
|---|---|---|---|---|---|---|---|
| Existing Business Strategy | IS Value Add Potential | IS Fortified Business Strategy | Ideal IS Landscape | Study Existing IS | **Gap Analysis** | Appropriate Road Map | |
| Study the Existing Business Strategy as defined by the company | Consider / Scan relevant new development in IT in related industries. | Augment existing strategy with new options arising from development in IT | Prepare a high level enterprise architecture assuming no inherent constraints | Study Existing IS set-up and discuss extent of change readiness | Perform a gap analysis between current and desired level of improvement | Prepare a Detailed Implementation Road Map for the extent of change the company chooses | |

## ARISE  (Annual Review of Information System Effectiveness)

**Have you been able to analyze the ROI on your ERP investment?**

**Are you aware of the benefits derived from your ERP?**

**Has your ERP helped to make life easier or is it a pain point for most users?**

**ARISE**

Our Proprietary Methodology

- **Measures quantitatively, the extent of usage of ERP**
- **Identifies areas not covered adequately by ERP**
- **Discovers reasons for low usage or lack of usage**
- **Identifies quick-fix opportunities and roadmap for future IT planning**
- **Can be used for any other large enterprise application**

*\* IS = Information Systems*

# Infrastructure Management Services
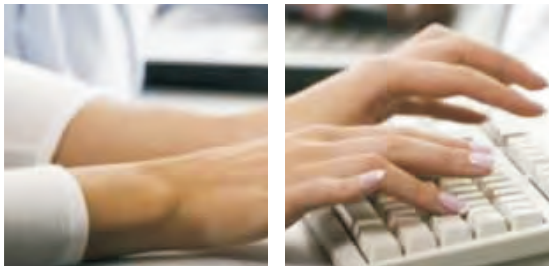
We provide the winning edge to our clients by leveraging our heritage of impeccable client service and our proactive approach to enhance reliability, availability and efficiency of their ICT infrastructure.

## Infrastructure Management Services

L&T Infotech's Infrastructure Management Services (IMS) division offers a wide spectrum of services covering IT Infrastructure Consulting, Design, System Integration, Managed Services and Hosting. Over 1000 consultants strong, IMS Business Unit at L&T Infotech successfully provides support to clients across US, Europe, Middle East and Asia Pacific regions including multiple Fortune 100 companies.

## IMS Service Offerings

Our portfolio of service offerings includes three key components as depicted by the figure below:

| Consulting | System Integration | Operations Support |
|---|---|---|
| ▪ Process Consulting<br> - Compliance Advisory<br> - IT Continuity and DR planning<br> - Asset Management<br>▪ Technology Consulting<br> - IT Infrastructure Strategy<br> - Datacenter Consolidation | ▪ System Specification & Architecting<br>▪ Procurement & Deployment<br>▪ Warranty Support | ▪ Infrastructure Support Services<br> - Server & Storage<br> - Application<br> - Network<br> - Desktop<br>▪ Cross Functional Support Services<br> - Service Desk<br> - EMS<br> - Security<br> - Co-location & Hosting<br> - Cloud |

| | |
|---|---|
| ✓ Multiplatform Skill Set | ✓ ITIL Complaint Service Delivery |
| ✓ Infrastructure Center of Excellence | ✓ Proven Transition Methodology |
| ✓ Robust Program Management | ✓ Global Delivery Model |

Infrastructure Consulting: L&T Infotech offers IT infrastructure related Process & Technology consulting to its clients. Some of the areas covered by our consulting services include IT Continuity & Disaster Recovery Planning, IT Infrastructure Strategy, Assessment & Compliance Advisory, Datacenter Consolidation, System Sizing, Tool & Vendor Selection, Information Lifecycle Management, and Cloud Planning.

System Integration: L&T Infotech offers end-to-end system integration services which include System Assessment, Solution Design, H/W & S/W Procurement, Implementation, Integration, Testing and post-implementation support. L&T Infotech offers unmatched value proposition in matching our clients' business objectives with system deployment. This is achieved through a combination of rich Project Management skills, technical expertise, proven implementation methodology and strong technology alliances with OEMs (such as SAP, Oracle, Microsoft, IBM, CA, etc.).
:

**Infrastructure Operations Support:** L&T Infotech provides 24x7x365 operations support for client's mission-critical IT infrastructure, using its Global Delivery Model. These operational services are categorized under four distinct infrastructure towers i.e. Server and Storage, Network, Applications and Desktop. These four towers are supported by additional services that span across all these towers. These cross-functional services include ICT Security Services, EMS (Tools) Services, Service Desk, Hosting Services and Cloud Services.

## IMS Delivery Model

L&T Infotech has set up a state-of-the-art Global NOC facilities in Mumbai and Bengaluru from where it provides 24x7x365 support for client's infrastructure. L&T Infotech's IMS delivery teams are the engine for providing high fidelity support to its clients. Our delivery organization follows a matrix structure where each IMS resource belongs to both an Infrastructure practice as well as a domain-specific delivery team. While the practice team ensures technology-wise skill enhancement of the resources, the delivery team focuses on imparting domain and engagement-specific knowledge. With the help of this organization structure, we are able to extend domain-specific infrastructure solution & support to our clients.

## Our Quality Processes

Our delivery model adheres to ISO 27001 security standards and follows the ITIL framework for service delivery and service support. All our delivery locations are ISO 27001 & ISO 20000 certified, demonstrating our commitment to deliver services complaint to best practices in IT Service Management and also ensuring that there are no compromises to Information Security requirements.

# Testing

We provide the winning edge to our clients by aligning Testing to Business Outcome and accelerating the testing process through our Test Engineering framework that reduces risk and delivers a Release-ready product.

## Testing Services

L&T Infotech's Testing Service Line (TSL) has emerged as the trusted and dependable partner that ushers the clients in the ongoing journey of business risk reduction through deployment of dependable software. TSL's commitment to testing is evident from robustness of their people, technology, process and domain competencies. Independent Business Unit (BU) status of TSL, well charted career paths for TSL professionals and dedicated Technology Competency Group stand as a testimonial of TSL excellence focus. Highly motivated professionals managing testing assignments across all the industry verticals by leveraging pre-assessed, most appropriate technology and framework of proven methodology and solution accelerators is an undeniable value proposition.

## Key Offerings

### Service Portfolio
The Testing Service Line focuses on industry verticals providing end-to-end Testing services. Our service portfolio includes:
- Test Consulting:
  - Test Outsourcing Roadmap
  - Building ROI Business Case
  - Current State Assessment
  - Test Process Maturity Improvement
  - Tools  Evaluation, Migration, Administration
  - Virtualized Test Environment

- Core Testing Services:
  - End-to-end Testing
  - Performance Engineering
  - Test Automation
  - Regression Testing
  - ERP (Oracle / SAP) Testing – Automation, Upgrade Testing, Support Packs Testing
  - Telecom Products Testing

- Niche Testing Services:
  - Business Process Testing
  - Compliance Testing (Basel, HIPPA, SOX, 3G)
  - SOA Testing
  - Data warehouse / BI Testing
  - Usability Testing
  - Product Testing
  - Application Security Testing
  - Agile Testing
  - Bluetooth Certification
  - Remote Device Testing

- Dedicated Testing Center (DTC):
  - Setting up Hybrid TCoE

- Test Labs "on-hire":
  - Automation Testing
  - Performance / Load/Stress Testing
  - SOA Testing
  - Deployment Testing
  - Usability Testing

## Key differentiators
- Reduced Total Cost of Ownership (TCO)
- Reduced Testing cycle time
- Minimized Cost of Quality
- Improved Time-to-Market
- Higher & Real time visibility
- Career Testers

## Accelerators / Framework

By leveraging knowledge management, domain, technology expertise L&T Infotech has effectively developed solution, domain accelerators that help the Testing teams to reduce the overall cycle time and help clients to gain larger market share.

Our accelerator strategy complements existing leading automated tool vendors (HP, IBM, Seague, iTKO, Borland, Compuware & Open source tools).

| L&T Infotech's Solution Accelerators | | | |
|---|---|---|---|
| FAST | Regression Test Automation Framework | Industry Jukebox | Repository of Industry Standard Business Scenarios |
| TELToWAY | SOA based Application Testing Framework | W2Q | Automated Migration of WinRunner Scripts to QTP Scripts |
| ART | Automated Regression Testing for Batch Application | | Integrated Network Element Simulator for protocol Conformance Test Framework |
| | Test Workbench based on opon Source Tools | RFT | Remote Field Tester, semi automated environment for testing remotely |
| BATON | End-to-end Test Orchastration | | Board support package Test framework |

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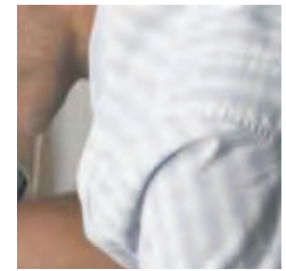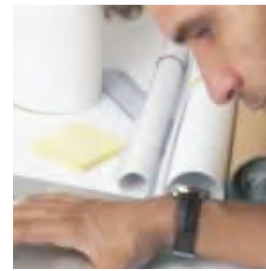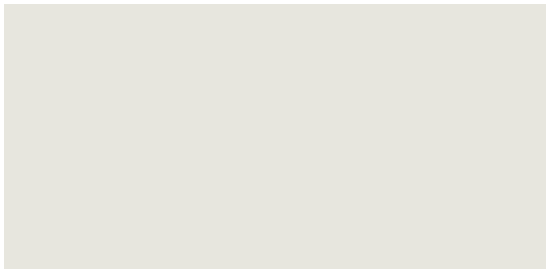
# Other Services

## Application Development

At L&T Infotech, we focus on the Manufacturing, Banking & Financial services, Insurance, Energy & Petrochemicals and Telecom - Product Engineering Services industries. We have provided Application Development services to these industries for more than a decade now. We have partnered with Fortune 100 companies to help them adopt modular, scalable and extensible IT architectures that ensure reduced time to market, keep risks to a minimum and reduce development time and cost.

## Application Maintenance & Support

Our service model is designed to ensure availability of systems for use, reduce maintenance and support efforts, improve scalability and increase throughput by improving productivity over time.

## Applications Outsourcing

At L&T Infotech, we leverage our Business-to-IT Connect to provide the winning edge to our clients through application outsourcing services. Our mature Center of Excellence develops technology and business processes that allow us to provide fuller value from clients' IT spends.

## Business Analytics

Our business analytics practice is focused on addressing the demands of today's fast-paced business environment and regulatory compliance. We leverage our rich domain understanding and experience to deliver solutions that help our clients move from reactive to proactive decision making.

## Business Architecture Consulting

Our business technology consulting services are founded on a proven track record and years of domain experience. They are driven by our Center of Excellence (CoE) which creates innovative solutions that leverage the value of technology for fulfilling real business needs.

## Legacy Modernization

Global enterprises are confronted with emerging challenges such as globalization, aging populations, increasing client expectations, and newer modes of services and distribution, regulatory compliance pressures and industry consolidation. CIOs of global organizations are finding that their current IT estate is inadequate and it is imperative that they modernize their legacy IT systems.

## Product Lifecycle Management

Companies around the globe are struggling to take products to market more rapidly, while countering low new-product success rates. We help our clients address these challenges by leveraging business process and technology architecture to capture and maintain product information across the entire product life cycle.
We provide a complete spectrum of PLM-related services, from consulting and implementation to migration, rollout and support on a wide range of tools like Enovia MatrixOne, UGS TeamCenter, PTC Windchill, and SAP PLM.

## Business Process Services

The fierce competitive environment demands better extraction of value, which can be achieved by strategic alignment between IT and Business Processes.
L&T Infotech Business Process Services (BPS) assists global organizations in this endeavor by offering business process outsourcing services supported by strong IT, domain and delivery capabilities. We leverage our in-depth understanding of business processes and technologies to provide an integrated outsourcing solution. Our solutions not only seek to reduce the total cost of ownership for our clients, but also are aimed at providing transformational value by re-engineering business processes.

# Integrated Engineering Services (IES)

L&T offers a unique combination of mechanical, electrical and electronic design services, (mechatronics) to product companies and for a wide variety of manufacturing facilities.

**e-Engineering**

L&T e-Engineering Solutions (L&T e-ES) business unit provides a wide range of engineering solutions, using cutting-edge CAD/ CAM / CAE technologies to its clients worldwide.

These solutions cater to the domains of automotive, off-Highway and construction equipment, aerospace, industrial products, marine & ship design, and plant engineering and cover the entire product lifecycle.

Services offered are in the areas of Product Engineering and Design, Engineering Analysis, Design Automation, Production Engineering, Engineering Process Support as well as Asset Information Management and Plant Engineering for Process Industries.

Dedicated offshore Engineering Development Centers at Vadodara, Chennai and Bengaluru in tandem with onsite teams cater to engineering requirements of global clients, many of them Fortune 500 Companies.

L&T e-ES credentials include ISO 9001:2000 for Quality Management Systems, ISO: IEC 27001 Certification for IT & Security Management Systems and process development in line with SEI CMMI Level-5.

L&T e-ES's key differentiation lies in the fact that it leverages the strong technology & engineering pedigree of its parent, which gives it the ability to engage very closely with its clients on end-to-end engineering programs spanning all stages of a product lifecycle.

**L&T e-ES adds value to its client's processes and products in the following manner:**

- Virtual Extended Arm of the Client
- Significant Reduction of Product Lifecycle Time and Cost
- Innovative solutions
- Quality Assurance and timely delivery
- Engagement with clients in large and critical engineering programs

**EmSyS**

EmSyS (Embedded Systems & Software), a Strategic Business Unit of L&T, has its centers located at Mysore, Mumbai and Bengaluru. It is a leading design house that offers design solutions in the areas of hardware, software, product development, industrial design and tool development in different vertical markets viz., Industrial and Electrical Products, Automotive, Medical and Consumer products.

EmSyS offers solutions in Embedded / Real-time systems and software, from concept to prototype. Its large team of engineers has expertise in wide areas, viz., 8/16/32–bit processors, DSPs, FPGAs, RTOs, EMI/EMC solutions & Embedded and Application software development.

On the Quality front, EmSyS is the first exclusive embedded systems organization in the world to achieve SEI CMMI®-SE/SW/IPPD/SS Level 5 quality standards, wherein all the four model components have been implemented.

Its clients include world leaders in North America, Europe, the UK and Asia-Pacific.

With services ranging from hardware, firmware, software design to full product development, EmSyS provides one roof solution to its discerning clients.

# Innovations for Tomorrow's Business

**Center of Excellence (CoE)**

The Corporate Center of Excellence (CoE) at L&T Infotech is a strategic group responsible for identification and adoption of emerging technologies for business solutions. The current focus of CoE includes Platforms & Tools, Integration Middleware, Service Oriented Architecture, Pervasive Technologies (RFID) and Robotics. The Corporate CoE collaborates with an ecosystem of CoEs such as domain-specific CoEs (Manufacturing, BFS, Insurance, E&PC), technology-specific CoEs (SAP, Oracle, PeopleSoft, JD Edwards) and engagement-specific CoEs. The CoE has implemented the following methodology to fulfill the above-mentioned objectives:

- **Scan the Horizon:** The CoE scans the entire technology horizon to identify emerging trends, tools, products and best practices / methodologies, using the inputs from a variety of sources like Industry, Academia, research agencies, technology leaders and clients. The context for the scanning is company's vertical focus as well as current and potential needs of the clients.

- **Select the Technology Partners:** The CoE then strikes appropriate relationships with leading technology vendors, research agencies and educational institutions. Today, L&T Infotech works closely with platform vendors (IBM, Microsoft, Oracle, HP, Sun, CA), Enterprise Application providers (SAP, Siebel, Oracle) and integration middleware vendors (IBM, Microsoft, TIBCO, webMethods, BEA).

- **Assimilate the technology:** The CoE is the custodian of all software artifacts associated with the technology, received through technology partners. Then a core team formed within CoE undergoes training and carries out proof of concepts and pilot projects. The important outcome of this phase is CoE Champion (expert-cum-trainer), apart from draft version of methodologies for development, testing, implementation and process framework. A knowledge base captures the methodologies, key learning from projects and best practices from the technology vendors.

- **Proliferate the technology:** The CoE creates virtual teams within various business units to proliferate the technology. The virtual team also participates in creation of proposals and projects. The virtual team refines methodologies and captures best practices. Even though different project teams work independently, the CoE Champion ensures that the knowledge base is updated continuously and shared among the project teams.

- **Support the technology:** CoE is the single point of contact for all the chosen tools and products from the technology partners in this mature phase of technology adoption. CoE along with the technology partners work together to resolve any issues, which may crop up during the execution of projects.

Current focus areas that are pursued by CoE are :-

**1. Service Oriented Architecture**
- Development of SOA Roadmap based on current IT landscape and business requirements
- Selection of SOA Infrastructure components
- Creating methodology for development of business services and composite applications
- Development of Service architecture, Execution of SOA pilot projects, evangelizing SOA Adoption

**2. Performance Engineering**
- Measurement, Profiling and fine-tuning of enterprise applications
- Performance Consulting for assessing present Architecture and roadmap for the suggested architecture
- Architecture Validation

**3. Legacy Modernization**
- Tools and Methodology for rehosting and re-engineering Legacy (Mainframe) application and provide "To Be" Technical architecture, while Domain BUs provide Business Architecure
- Tools and Methodologies to enable easy transformation.
- POC labs in CoE to validate the transformation methodologies and technologies.

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# Innovations for Tomorrow's Business
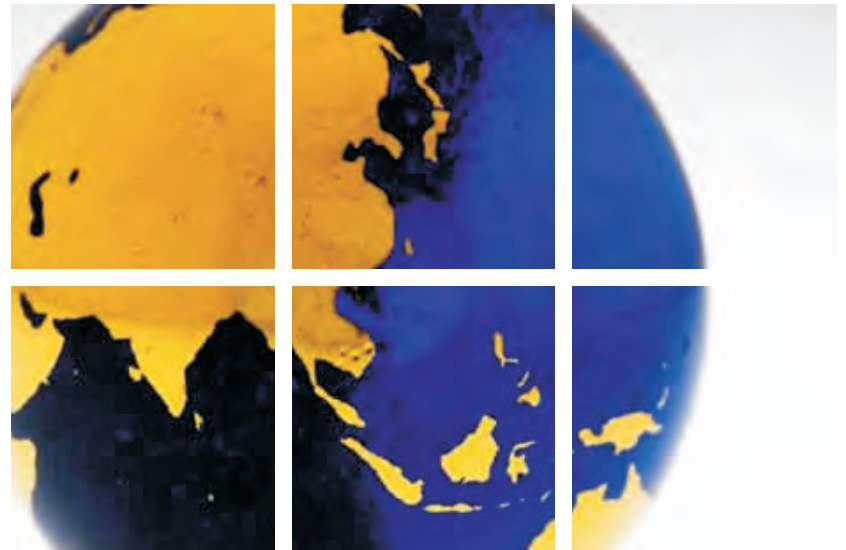
**4. Application Integration**
- Leverage current EAI trends and assist clients in defining their integration architecture
- Use of modern trends such as Complex Event Processing, Event-driven Architecture, etc.

**5. Robotics**
- Develop robotic applications and application infrastructure with Sensors and actuators technologies for perceiving, moving in and interacting with the environment
- Infrastructure tools & run-times for orchestrating a robotic application, robot simulation with realistic 3D models and real-world physics, tele-presence interfaces, bi-directional speech interfaces
- Collaborate on research with the academia (Carnegie Mellon University, IIT, IIIT)

**6. Emerging Service Offerings**
L&T Infotech has taken a strong initiative in emerging technologies such as Cloud Computing, Touch Technology, Collaboration Technology and Rich User Experience, etc. L&T Infotech has deployed a private cloud and has developed solutions in other emerging technologies.

# Our People - The Prime Movers

L&T Infotech recognizes its people as its greatest assets in the journey towards organizational excellence. The parent company's core values - a belief in innovation, entrepreneurial leadership, value creation, empowerment, caring, trust and continuous learning - permeate all aspects of the business.

A worldwide network of vibrant, well-focused professionals, from leading academic institutions, plays a critical role in L&T Infotech's successful implementation of the key business and technological needs of its clients.

The Company is infrastructurally geared to meet the needs of capacity mobilization for the present and the future. A commitment to training its people plays a critical role. This includes extensive orientation-cum-technical training program at the Company's well-equipped Training Center for freshers and continuous skill upgradation of the employees on new and emerging technologies.

An array of in-house programs for behavioral and managerial skills is made available. Focused Management Development Programs are conducted at the premium Management Development Center located at Lonavala, near Mumbai.

## Leadership Development

More than ever before, corporate survival and prosperity depend upon developing a cadre of leaders which can operate effectively in a global marketplace. L&T Infotech has launched a well-evolved Leadership Development Program viz., Leadership Journeyman. A key task of senior management is to identify talented, high potential people and prepare them for future leadership.

The plan is designed to give the target group of employees an opportunity to consciously develop leadership and managerial skills and prepare them for onward journey in the organization.

## Developing Resource Pipelines

A task force consisting of Senior Managers from Delivery, CoE, HR works on conceptualizing and implementing a plan that addresses the organizational needs of developing internal talent. A resource 'pipeline' thus gets created wherein a group of talented project leaders are put through a set of developmental experiences (on-the-job and classroom) to make available a group of Solution Architects for challenging assignments overseas.

## Employees' Voice

An informal, open and participative culture allows the employees various avenues of self-expression as well as pursuit of their unique talents beyond work. These means of expression instill a sense of belonging while adding value to the work through their suggestions. Mechanisms such as Management Workouts and formal Organization Climate Surveys are implemented and monitored carefully for employees' feedback.
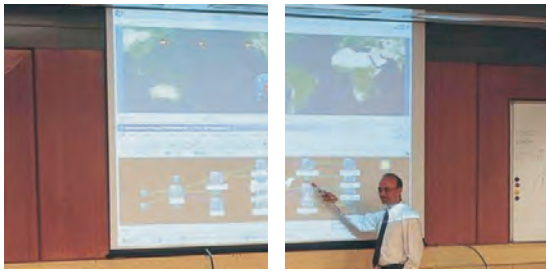
# Our Facilities - The Springboard

## A Global Infrastructure

L&T Infotech's global footprint covers offices in the US, Europe, the Middle East and Asia Pacific and several development centers in India. The Company also has a Proximity Development Center in the US.

A Wide Area Network connects the development centers in India with business offices in the US, Europe and Japan through high speed communication links. A comprehensive Security initiative covers all aspects of Data Security, from deployment of AntiVirus Agents and Firewalls to IPS.

With its Network Operations Center (NOC), L&T Infotech endeavors to provide world-class service to its clients across the globe. The state-of-the-art NOC is a virtual round-the-clock trouble-shooting squad of IT commandos using the Enterprise Management System (EMS) software to monitor networks and relevant IT components including server, operating systems, messaging and database, remotely or locally.

In addition, the Level 3 equivalent Datacenter and SAN-to-SAN replication provides for the highest degree of Data Availability. Coupled with diverse technology-based Server Systems (spanning Windows/Linux to AS/400 & IBM Mainframe environments), this provides for an excellent technical learning ground for skill development and production support for all environments.

## Business Continuity Policy

L&T Infotech is committed to safeguarding client interests and ensuring business continuity at all times.

The Company's Business Continuity Assurance Policy has been developed and implemented after a systematic risk assessment of various assets and systems, their criticality, the threats and vulnerabilities that they are subject to and

solutions to mitigate these risks by way of preventive, corrective and recovery controls. The issues addressed include infrastructure & facilities management, telecommunications & network infrastructure, information security, system administration & backup, people preparedness and disaster recovery procedures.

L&T Infotech's assurances emanate from the existence and maintenance of facilities, infrastructure and network that provide for adequate redundancies in critical components, the existence and implementation of security and administrative policies and procedures and the use of appropriate technology and tools ensuring business continuity, fine-tuned to client needs. Its ability to recover from any disaster is strengthened by its multi-locational facilities, reinforced with the commitment and ability of the management to provide its clients with the highest levels of service.

# Our Quality - A matter of Attitude
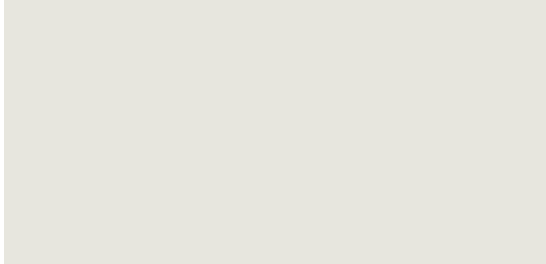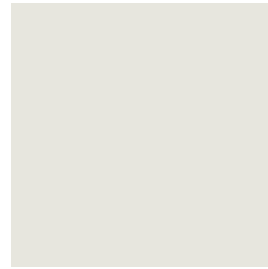
At L&T Infotech, Quality is much more than on time delivery of the defect free product to the client – it is a matter of attitude. The attitude that is ingrained in the culture. All its business processes – from marketing to software development & delivery, from recruitment and training to organizational culture-building are driven by this attitude of achieving excellence.

L&T Infotech is one of the first few Indian software organizations to get ISO9001 certified, way back in 1993. Since then, it has been an uninterrupted Quality journey towards continual improvement. Not being confined to the improvements in the area of Application Development and Maintenance, L&T Infotech proactively acquired best practices and excelled in the areas of IT Service Management, Information Security Management and Environmental Management systems. The focus is to internalize the best practices of the improvement models and institutionalize the same. The focus is to have a delighted Client that sees added value in having partnership with L&T Infotech. The focus is to build a highly efficient team that sees L&T Infotech with its robust quality management system, as an enriching workplace.

The best way to manage quality in the organization is to manage the process scientifically. Today, the software development and other business support processes are compliant to and certified for ISO9001:2008 standard for Quality Management Systems, ISO 20000-1: 2005 standard for IT Service Management, ISO27001:2005 standard for IT security Management, ISO14001:2004 standard for Environmental Management System.

With L&T Infotech being assessed at Level 5 for the CMMI Ver1.2, we are the only large Indian company to be assessed at the highest maturity Level 5 under CMMI for all the Business Units across all locations in a single assessment.

Building on the strength of legacy knowledge of "know how" of various business domains, acquired from the parent company, L&T Infotech is better equipped to provide business solutions and services to its clients.

An intrinsic component of the company's working methodologies; the focus on quality has translated into an unrelenting perfectionist attitude to deliver outstanding results and winning confidence of its clients. This attitude is reflected in the client delight, where the projects have been able to attain the maximum score in every parameter of satisfaction survey. For the company, Quality is a proactive process improvement initiative through

Process Knowledge Management. This philosophy is supported by a rich organizational process knowledge database constituting various components like Risk Database, Defect Database, Best Practices Database, Reusable components and artifacts. The process improvement is driven by inputs gathered from all the possible sources ranging from clients, top management directives/ business objectives to suggestions from the practitioners.



The 3 tier architecture of Quality Management System (QMS) supports various project lifecycles for Development, Maintenance, Testing, ERP and IT operations. The projects are quantitatively managed by using statistical techniques and lead indicators for controlling critical processes. The usage of 'Monte Carlo Simulation' based probabilistic models for identifying risks well in advance and taking timely course corrective actions to meet the project objective is a manifestation of effective project management.

The rigorous process implementation is supported by integrated process automation tool called Splice-M. Splice-M is a tool developed by L&T Infotech for online software Project Management system for global team. Splice–M, integrated with other process workflows and Microsoft Project Plan, facilitates capturing of process data and its analysis for process management and improvement.
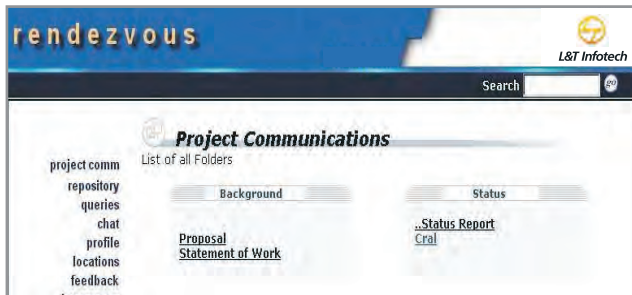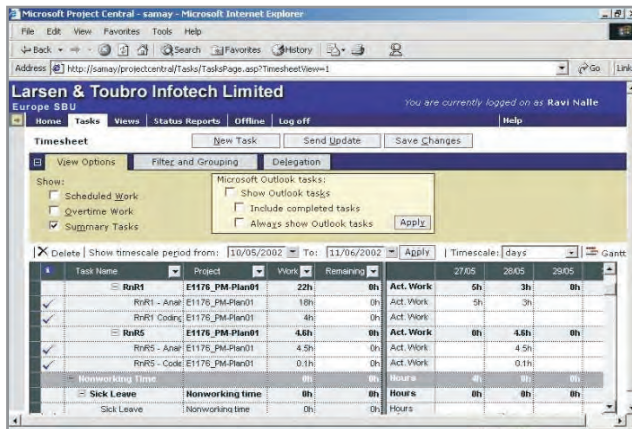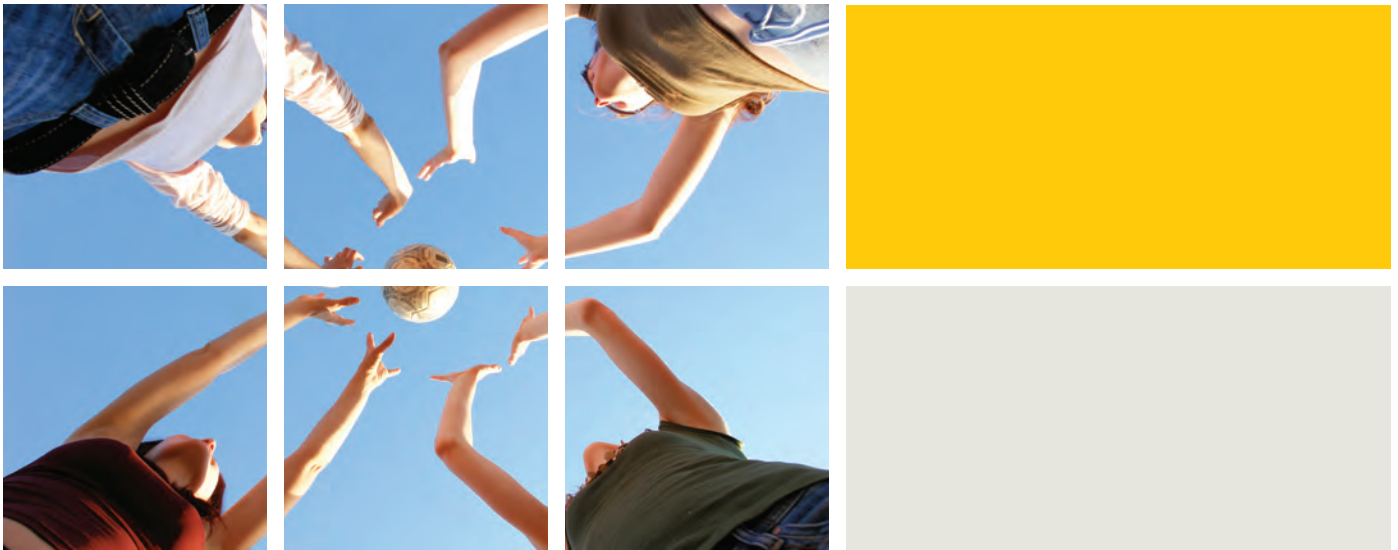
All the Software Development Centers of L&T Infotech have been assessed and rated at PCMM Level 5, Version-2.0.



P-CMM Level 5
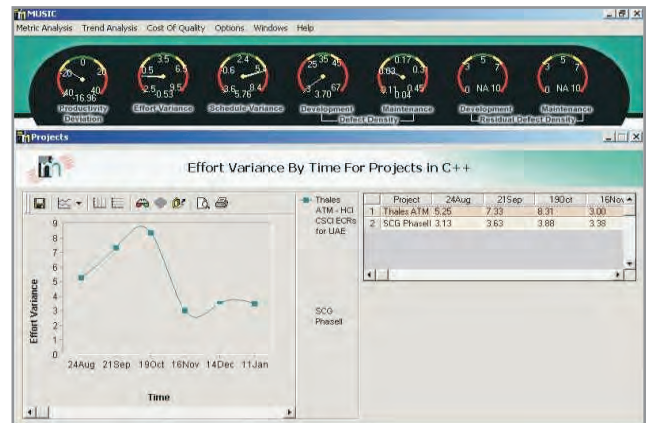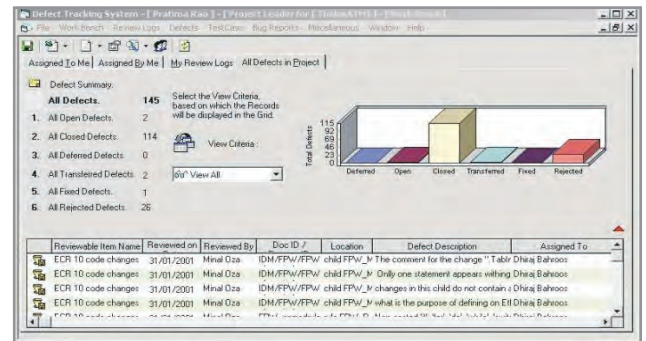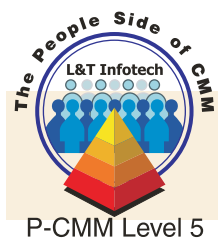
## Quality Consulting

Using several person years of experience in process definition and quality assurance, L&T Infotech has devised a process improvement framework, that provides end to end process improvement solution (Q-factor) based on CMMI, ISO and ITIL. Using this framework, L&T Infotech has been able to help its customers in improvement of organizational IT processes in order to achieve their business goals & objectives. Process improvements are driven by a proprietary methodology called BRIDGE.

**About L&T Infotech**

L&T Infotech, one of the fastest growing IT Services companies, is ranked by NASSCOM as 8th largest Indian software & services exporter from India and is amongst NASSCOM's Top 20 IT-BPO Employers in India (FY2009-10). It is also ranked 7th in DATAQUEST-IDC top 20 IT Best Employers Survey 2010. A wholly-owned subsidiary of Larsen & Toubro, a US$ 11.7 billion engineering, manufacturing & financial services organization with global operations, L&T Infotech is differentiated by its unique Business-to-IT Connect, which is a result of its rich corporate heritage.

We offer comprehensive, end-to-end software solutions and services in the following industry verticals: Banking & Financial Services; Insurance; Energy & Petrochemicals; Manufacturing (Consumer Packaged Goods/Retail, High-tech, Industrial Products, Automotive), and Product Engineering Services (Telecom). Our new emerging verticals include Media & Entertainment and Life sciences & Healthcare. We also deliver business solutions to our clients in the following horizontals / service lines: SAP, Oracle, Infrastructure Management Services, Testing, Consulting and Business Process Services. Our other service offerings are: Business Analytics, Legacy Modernization, Applications Outsourcing, Architecture Consulting, Enterprise Integration, Service Oriented Architecture, Systems Integration and PLM.

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