

**Case Study | PLM**

# IT APPLICATION SUPPORT SERVICES

**THE COMPANY NEEDED TATA TECHNOLOGIES HELP IN MANAGING THE IT TRANSITION FROM A RECENT CHANGE IN OWNERSHIP.**

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## THE CHALLENGE

- Managing the transition of 1200+ business IT applications.
- Rationalising IT service provision from multi-vendor and agency model to strategic partner model.
- Achieving operating cost reductions.

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## THE COMPANY

The company is an internationally reputed Auto OEM offering world class premium products in the global market. The company's headquarters are located in the UK and they employ over 30,000 people across the world.

## THE SOLUTION

### Phase 1 – Set-up

- Provided requisite skill and capability supplements.
- Support provided at both on-site and offshore locations.

### Phase 2 – Implementation and Transition

- Implemented service integration for completely managed services.
- Transitioned staff and services from established vendor contracts.

### Phase 3 – Advanced

- Moved to completely managed service outsourcing with Tata Technologies as Service Integrator.
- Coordinated standardization of data across vendors/service providers.

## THE RESULT



Single services interface for the client



Cost reductions



Tighter control, consistency and management of service delivery



Seamless transition of data

## ABOUT US

Tata Technologies is a global engineering and product development IT services company that is focused on fulfilling its mission of helping the world drive, fly, build and farm by enabling manufacturing companies across the automotive, aerospace and industrial heavy machinery verticals realize better products and drive efficiencies in their businesses. There are two components to our value proposition – managing and delivering outsourced engineering services and products for our manufacturing clients, and helping them identify and deploy technologies that are used to conceptualize, design, validate, build, test, benchmark and realize better products. For more information, visit [www.tatatechnologies.com](http://www.tatatechnologies.com).