



Case Study

Smart Document Search with **LTI Mosaic Agnitio** for Swedish Garden & Lawn Care Equipment Company

Business benefits at a glance

>80%

accuracy with cognitive
functions and expressions-based
data extraction

**1hr/per
document**

saved using automated
data extraction, compared
to manual processing



Improved
customer service

Here's a transformation story, where we helped a Swedish Garden & Lawn care equipment company overcome issues of searching vast repositories of documents, in multiple languages.

Documenting the challenges

The client had created approximately 1,50,000 various documents such as service bulletins, spare parts lists, operator manuals, workshop manuals and so on. These were in multiple languages and in various formats, templates, and domains.

It wasn't possible to manually tag data in the documents and index them for search. The company was therefore looking for a digital and automated solution that could enrich the document metadata, improve searchability, identify document language, and extract data in that specific language.

From plain data to rich, multilingual insights

Using LTI Mosaic Agnitio – deployed on Google Cloud platform, LTI enabled smart document search and data extraction for operator manual and service manual documents in the client's repository. Some hallmark features of the implemented solution included:



Data Extraction - Extracted data from user manuals, service bulletins for lawn mowers and riders using cognitive functions such as document classification, name-entity recognition, and tabular data identification.



Product Master Database - Product master reference integrated with LTI Mosaic Agnitio helped extract some of the key fields from the documents.



Google Language Detection APIs - Used for identifying languages and extracting data in that language.



Human-in-the-Loop Validation Station
Faster QC of tabular data extracted.



Chatbots - Developed using Google DialogFlow, helped business users retrieve documents with natural language queries.



Support - Helped customer service representatives identify product details, troubleshooting information, gathering FAQs from documents to resolve customer queries.

The Smart Search and Natural Language features made search really easy and increased the client's productivity manifold. Varied formats, languages and templates were no longer a challenge!

Visit us at <https://mosaic.lntinfotech.com> to know more about our Mosaic products.

LTI (NSE: LTI) is a global technology consulting and digital solutions Company helping more than 400 clients succeed in a converging world. With operations in 31 countries, we go the extra mile for our clients and accelerate their digital transformation with LTI's Mosaic platform enabling their mobile, social, analytics, IoT and cloud journeys. Founded in 1997 as a subsidiary of Larsen & Toubro Limited, our unique heritage gives us unrivalled real-world expertise to solve the most complex challenges of enterprises across all industries. Each day, our team of more than 30,000 LTIites enable our clients to improve the effectiveness of their business and technology operations and deliver value to their customers, employees and shareholders. Find more at <http://www.lntinfotech.com> or follow us at @LTI_Global.

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