



Let's Solve



A Larsen & Toubro  
Group Company

## Case Study

# Mosaic Decisions Reduces Alert Fatigue for **US-based Multinational Media Conglomerate**



## Quick snapshot of business benefits

**60%**

Reduction in number  
of incidents

**~40%**

Sustainable annual  
savings

**One-click**

Automated solution

Here is a transformation story, where we helped a media conglomerate reduce alerts and improve the accuracy of actionable tickets for resolution.

## Business needs & challenges

The client, a media conglomerate, faced issue in handling a large amount of tickets manually, which wasted the valuable time of the IT team. They required an event correlation engine to identify known event patterns, group, filter and co-relate similar events together, eventually reducing the number of overall incidents. They wanted to improve efficiency of ticket resolution.

LTI leveraged its Mosaic Decisions platform, deployed on Azure cloud, to develop an AI-based event correlation system (streaming the events flow and developed machine learning model to process it with the ITSM toolkit to categorize the event), which helped in analysis and correlating the event data by deduplicating, connecting the dots across multiple devices and correlating event feeds in near real-time. It decreased the actual number of actionable tickets to address the issue/problem.

LTI's Mosaic Decisions provided a robust event correlation system to help identify similar root causes of multiple events, and thus save time and effort and reduce the number of tickets.



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 33,000 LTItes 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.