



# **LTI**

## **Cognitive IT Infrastructure Management**

**Vendor Assessment  
Report Abstract**

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## Who Is This Vendor Assessment For?

NelsonHall's Cognitive IT Infrastructure Management Services Vendor Assessment for LTI is a comprehensive assessment of LTI's cognitive IT infrastructure management services offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of IT services and identifying vendor suitability for cognitive IT infrastructure management services
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in cognitive IT infrastructure management services sector.

## Key Findings & Highlights

LTI provides cognitive IT infrastructure management services, through its infrastructure managed services division (IMS). LTI is focusing its AI, machine learning and automation approach across three key areas, and will utilize its own cognitive platform Mosaic AI, Mosaic Automation.

- Analytics: looking at multiple sources, including ITSM ticket data, alerts from monitoring tools (unstructured data) and running analysis over this to enhance services
- Personalized services: providing a quicker and better response to end-user needs in support of the digital workplace
- Automation: to support faster operational support, increase productivity and utilization.

A key focus for LTI is the development of a holistic digital workplace experience to be enabled for the end-user. Here it positions its Smart Service Desk offering, current use cases across smart service desk (empowered users), field services (self-healing systems), workplace collaboration (employee productivity) and enterprise social platform deployment (enterprise social).

## Scope of the Report

The report provides a comprehensive and objective analysis of LTI's cognitive IT infrastructure management service offerings, capabilities and market and financial strength, including:

- Analysis of the company's offerings and key service components
- Revenue estimates
- Identification of the company's strategy, emphasis and new developments
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's strengths, weaknesses and outlook.



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## Report Length

9 pages

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