

# MARUTI SUZUKI PUTS ITS PRODUCTIVITY IN TOP GEAR WITH SUMMITAI



Maruti Suzuki India Ltd. is a leading automobile manufacturer in India. It's a workplace for thousands of employees and IT assets ranging from laptops to desktops, servers to applications like ERP, HRMS, CRM. And they play a pivotal role in everyday operations. A lot depends on Maruti's IT ecosystem for empowering their employees to perform tasks without disruption. Maruti wanted a solution which IT team can completely rely-on for every-day IT support needs to business-critical functions. It should be intuitive, easy-to-use, easy-to-maintain, less resource heavy. And Symphony SummitAI delivered just that.

**Up to 50%**  
increase in  
Productivity

**On-the-go**  
ITSM  
with Mobile App

**Up to 85%**  
increase in  
CSAT scores

**Real-time**  
assets  
monitoring

## Why Maruti put Symphony SummitAI on their driving seat?



**An IT solution that fits like a glove:** SummitAI's out-of-the-box enterprise solution fitted exactly to the requirements of highly process and complex environment Maruti had.



**SummitAI topped the industry's evaluation process:** Maruti engaged with industry's leading analyst firms, and SummitAI came top of all the evaluation criteria and rankings.



**Comprehensive functionalities and features:** Drag and drop workflows, real-time visibility, codeless automation, single-click dashboards and reports that will help Maruti meet its IT goals.



**Integrated suite:** SummitAI offers an integrated suite for IT Service Management (ITSM), IT Asset Management (ITAM) and IT Operations Management (ITOM) processes.



**Easy to use & easy to maintain:** Symphony SummitAI's solution is extremely easy to configure and easy to maintain without having major coding and without resource intensive set up.



**Intuitive self-service portal:** Intuitive UX and UI, portal with instant access to information, personalization, self-help functions help save time of employees.

## SummitAI & Maruti's IT ecosystem – the beginning of a joy ride

### Key Outcomes

**Transforming Employee Experience:** SummitAI was able to transform the employee experience at Maruti Suzuki using the following:

**Intuitive user portal:** SummitAI portal isn't just intuitive, it's a hassle-free solution for customers to find information, request services and know the status of their service requests.

**Mobile app:** Now managers can provide approval and log requests on-the-go.

**Convenience of integrated portal – IT and HR Services:** IT and HR requests are integrated under one portal which saves employees a lot of time to log into multiple portals to raise requests.

**Higher productivity:** Automating the workflow, faster resolution of service requests, better visibility, the overall productivity shot up by up to 50%.

**Improved CSAT:** Maruti saw a steady increase in CSAT scores after switching to SummitAI. The CSAT scores shot up to 85% based on a recent analysis.

**Complete control of IT Landscape:** Integrating ITSM, ITAM and ITOM under one suite helped Maruti gain full control over their IT landscape,



## Governance, Risk, and Compliance (GRC):

Symphony SummitAI Governance, Risk, and Compliance (GRC) helped transform Maruti's inefficient processes across enterprise into an integrated risk program.

### The SummitAI touch to Maruti:

**Risk management** - Detected, and assessed the likelihood as well as business impact of an event based on data aggregated across enterprise, and responded to critical changes in risk posture

**Policy and compliance management** - Automated best practice lifecycles, unified compliance processes, and provided assurances around their effectiveness

**Audit management** - Prioritized audit engagements using risk data and profile information to eliminate recurring audit findings, enhance audit assurance, and optimize resources around internal audits

**Vendor risk management** - Incorporated a standardized and transparent process to manage the lifecycle for risks assessments, due diligence, and risk response with business partners and vendors

Rolling out a huge change in the IT ecosystem of a large enterprise always affects its stakeholders, service providers, internal clients and multiple functions (application/infrastructure/GRC). So, to keep all the moving parts into consideration and deliver a successful solution is a herculean task. But we take pride to state that this is exactly what we excel at. The expertise with which we deliver business value to the organisation and its stakeholders help us fortify partnerships and build trust that would last for decades to come.

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