

Case Study

Aerospace & Defence Giant Cuts HR Response Time by **70% for 4,800+ Employees**





Client

A French multinational electronics corporation with 81,000+ employees across five continents, specializing in aerospace, transportation, defense, digital identity, and security. The company builds advanced systems for mission-critical sectors and invests heavily in next-gen 'deep tech' innovations in digital and cyber.



Market dynamics:

Digital disruption is redefining workforce strategy in aerospace and defense

Digital transformation is pushing aerospace, defense, and manufacturing firms to rethink their workforce strategies. As these sectors evolve with AI, automation, and smart systems, HR must also modernize to keep pace. However, many global enterprises in these industries still operate with fragmented HR ecosystems, often spread across multiple tools and regions. This fragmentation results in inconsistent service levels, slow case resolution, and limited visibility into employee interactions.

Meanwhile, rising expectations for personalized, mobile-friendly HR services, along with growing compliance demands, are putting additional pressure on legacy systems. For organizations striving to scale efficiently and stay agile, unifying and digitizing HR processes has become a business-critical priority, not just a technology upgrade. This shift calls for a cohesive digital HR strategy that can support long-term transformation.



Challenges

As the demand for agile, employee-centric HR services grew, the client realized its existing setup was holding back progress. With operations spread across multiple platforms, Workday, eDir, ServiceNow ITSM, and Neocase, HR processes had become fragmented, manual, and inefficient. To align with broader digital transformation goals, key challenges needed to be addressed:

High manual workload and delays

 Over 17,000 HR cases annually were processed manually, leading to slow resolution times & strained HR teams.

Lack of visibility

 Limited tracking of case status made it difficult to manage performance or identify process bottlenecks.

Limited automation and self-service

 Employees faced difficulty accessing services, while HR teams dealt with time-consuming translations and non-standard documentation.

Inconsistent service delivery

 Service levels varied significantly between geographies, affecting employee satisfaction and operational efficiency.

Disjointed platforms

 Poor integration across systems created redundancies and inefficiencies, especially in case management.

To support future growth and enhance workforce experiences, the client needed a unified, intelligent HR ecosystem built for scale and speed, rooted in a forward-thinking digital HR strategy.



LTIMindtree solution

To overcome operational inefficiencies and enable seamless, digital-first HR service delivery, LTIMindtree implemented a scalable solution built on ServiceNow HR Service Delivery (HRSD). This initiative transformed the client's fragmented HR ecosystem into a unified, automated, and employee-friendly platform, aligned with the broader goals of HR digital transformation.

Key components of the solution included:

- **Streamlined workflows**
Automated case assignments and 15+ approval flows reduced manual effort and accelerated resolution of 17,000+ annual HR cases.
- **Enhanced case visibility**
130+ email notifications and 40+ SLAs ensured transparency in case progress and improved accountability across regions.
- **Unified platform**
A bilingual system enabled consistent document and case management across the USA and Canada, eliminating service-level inconsistencies.
- **Robust integrations**
Seamless connectivity with Workday HRMS provided a consolidated view of employee data for ~4,800 users.
- **Centres of Excellence**
Six HR CoEs and automation of 45 services standardized processes and reduced dependencies on manual interventions.
- **Centralized knowledge hub**
A single repository for policies, guides, and videos simplified access to critical information and supported self-service.
- **Omnichannel experience**
Through the Employee Centre Pro Portal, employees accessed HR services via web, chat, mobile, or email, improving accessibility and satisfaction.
- **Real-time insights**
Surveys and KPI dashboards enabled the client to track service quality, resolution times, and adoption metrics, supporting continuous improvement.
- **Scalable, future-ready design**
The solution was delivered using hybrid agile methods, with a strong focus on UX, tech debt elimination, and readiness for AI/Gen AI integration.



Indeed, thanks a lot, and congrats to all of you for your continuous efforts in this first phase of the project. The first stone of a structuring building for our HR transformation, and indeed a long-awaited achievement for NorAm!

Special thanks to the ITSM teams, whose support has been (and will be) instrumental!



Customer Designation
VP, HR Global Solutions



Business benefits

The HR digital transformation initiative delivered a measurable impact on operations, employee experience, and cost efficiency:



Faster request resolution

Reduced average HR service request processing time from one week to just two days.



Higher self-service adoption

Empowered employees to independently manage routine HR needs, easing the load on HR teams.



Operational cost savings

Achieved a minimum of 82,000 CAD in annual cost reductions through automation and workflow optimization.



Improved service delivery and compliance

Enhanced HR operations for over 4,800 users with bilingual services, automated workflows, and centralized knowledge assets.



Boosted HR productivity

Streamlined management of 17,000+ annual cases, enabling real-time tracking and more consistent service levels.



Data-driven insights

Enabled better decision-making with comprehensive dashboards and structured feedback mechanisms.



Client testimony

Reflecting on the ServiceNow HRSD delivery so far, I'd just like to acknowledge the efforts of the project team (local [NorAm] / global, ITSM, LTIM, and ServiceNow) in successfully delivering this phase of the project.

In summary, so far, we've achieved:

- On-time delivery Successfully deployed within the agreed timeline (go-live in Sprint 6) this was critical for our strategy.
- HRSD live in prod – The system has been available for local teams in production since last week, and feedback is ongoing (with no major issues reported).
- Complex challenges – But well overcome by the teams within the timeline.
- Huge thanks to all involved in getting us here.

Customer Designation
Head of HR Integrations and SN Product Owner



Conclusion

The ServiceNow HR Service Delivery (HRSD) transformation laid the groundwork for a more agile, employee-centric HR function—improving service consistency, streamlining operations, and enhancing employee experience across North America. By consolidating fragmented systems into a unified platform, the initiative enabled faster resolution times, greater transparency, and better alignment with business goals.

This successful deployment is a testament to the client’s commitment to a well-defined digital HR strategy, powered by innovation and collaboration. It also marks the beginning of a broader vision to establish a centralized, branded support ecosystem that serves as a one-stop shop for employee services. With plans to scale HRSD globally and extend its capabilities to additional internal functions, the organization is well-positioned to drive sustained innovation, operational efficiency, and workforce empowerment in the years ahead through its continued HR digital transformation efforts.

LТИMindtree is a global technology consulting and digital solutions company that enables enterprises across industries to reimagine business models, accelerate innovation, and maximize growth by harnessing digital technologies. As a digital transformation partner to more than 700 clients, LTI Mindtree brings extensive domain and technology expertise to help drive superior competitive differentiation, customer experiences, and business outcomes in a converging world. Powered by 86,000+ talented and entrepreneurial professionals across more than 40 countries, LTI Mindtree — a Larsen & Toubro Group company — solves the most complex business challenges and delivers transformation at scale. For more information, please visit <https://www.ltimindtree.com/>.