
LTM
Reimagine Experience
Through Data, Design, and AI

Fortune 1000 Public Utility

Reimagining Experience at Scale

AI-powered workflows and microservices for faster outage recovery and improved CX



Challenges

- Lack of a 360-degree view and defined user personas.
- Siloed experience management and low user adoption.
- Legacy systems unable to scale with growing users/assets.
- Reliance on manual processes caused prolonged outages and slower resolutions.

Our Solution

- Conducted discovery workshops to identify user journeys & pain points.
- Designed and implemented a microservice-based platform tailored to key personas (demand center app and dispatch crew app).
- Migrated from monolithic to microservices for scalability & performance.
- Integrated AI for asset tagging, dispatch, and resolution.
- Delivered real-time updates, transparent reporting, and automated workflows.

Tech Stack

Microservice-based architecture | AI-enhanced asset management |Asynchronous workflow management | Real-time updates and reporting | Modern user experience management platform

Outcome Delivered

5X Improvement in dispatch rate enabling faster outage response

2X Higher user adoption

Crew utilization increased by **25%**, boosting efficiency and resource management

12% System average interruption index decreased, reducing outages

10% decrease in system average interruption duration index

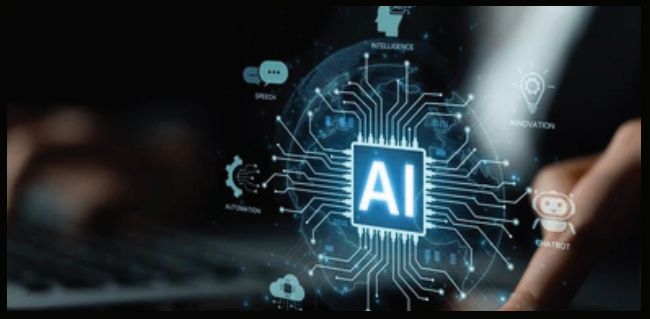
10% reduction in contract crew utilization (cost savings)

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Gen AI-Powered Sketch Design

Cut design cycle from 1 day to 1 hour and saved $700K annually



Challenges

- Manual sketch design processes led to inconsistent adherence to standards, resulting in frequent rework and quality issues.
- Quality assurance teams faced significant Problem Statement in verifying the accuracy and completeness of designs, often relying on time-consuming manual reviews.
- Compliance managers struggled to track, document, and enforce regulatory requirements, increasing the risk of non-compliance and audit findings.
- Design engineers spent excessive time performing repetitive checks and corrections impacting productivity and project delays.

Our Solution

- Gen AI-powered automation solution for the entire sketch design process, from input collection to final work order generation.
- Seamless integration with multiple internal databases and external systems for real-time data access.
- Automated geolocation mapping and material requirement calculations to ensure accuracy and compliance.
- Standardization of work orders to enforce consistency and regulatory adherence across all projects.
- Scalable architecture designed to support future enhancements.

Tech Stack

AWS AI-services: Bedrock | AWS Services-cloud base | React | Dynamodb | AWS security services

Outcome Delivered

Automated the entire sketch designing process by fetching the inputs from 10+ systems

5% Reduction in outsourcing by of total designs led to cost recovery of $0.7Mn per year

Reduced cycle time from one day to one hour

Improved compliance and quality

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Transforming Utility Operations with Gen AI Chatbot

AI-driven automation delivers 3X efficiency boost



Challenges

- Enable users for swift access to large number of documents & quick response to internal/external customers & regulatory bodies.
- Huge number of documents with large number of pages led to difficulty in getting the required information.
- High TAT as response to internal/external and regulatory bodies in specific template format was time-consuming.

Our Solution

- Built a Gen AI chat platform for instant document access and rapid query response.
- Indexed thousands of documents using AWS Kendra.
- Leveraged Langchain, Claude V3 LLM, and AWS Kendra for intelligent search and answers.
- Enabled document upload and fast information search for users.
- React-based front-end application for rich UX.
- Automated Infra setup and CI/CD for deployments.
- Automated template generation for regulatory responses.

Tech Stack

Gen AI chat platforms (Langchain, Claude V3 LLM, AWS Kendra) | Machine learning models | Azure knowledge fabric for scenario analysis | Cognitive automation and conversational AI | Snowflake as DataLake

Outcome Delivered

3X
Improvement in operational efficiency

40%
Increase in customer satisfaction

<1
Reduction in cycle time for job approval

$200,000
Saved annually by reducing the candidate hiring process

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Gen AI Bot Squad

Intelligent automation for faster workflows, real-time insights, and cost efficiency



Challenges

- Employees relied on fragmented systems and manual processes to access information and complete routine tasks.
- High volumes of repetitive operational activities increased support costs and slowed business processes.
- Business teams lacked real-time access to data, insights, and decision support across functional areas.
- Scaling workforce productivity without increasing operational costs remained a key challenge.

Our Solution

- Deployed 18+ GenAI-powered agents across Operations, HR, Legal, Engineering, Finance, Procurement, and Customer Service.
- Enabled conversational access to enterprise knowledge, data, and workflows through a unified AI platform.
- Automated document processing, compliance reviews, outage analysis, hiring, auditing, and engineering validation.
- Leveraged Agentic AI, intelligent search, workflow automation, and enterprise integrations to accelerate decision-making.
- Established a scalable AI foundation for rapid deployment of new business agents.

Tech Stack

Front-end: React, JavaScript, TypeScript, Tailwind CSS | Backend (AWS): Lambda, Step Functions, ECR, Glue, SageMaker, Amplify | AWS AI Services: Bedrock (Claude Sonnet 3 5, Amazon Titan), Kendra | Security: Cognito, AI Gateway, Macie, Guardrail, Secret Manager | Database: Snowflake, DynamoDB, SQL Server

Outcome Delivered

18+ AI agents deployed	<1 day approval cycle	$2Mn+ annual savings
$200K hiring cost savings	40-60% effort reduction	Higher productivity & self-service adoption

Scalable AI foundation for future growth

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Driving Operational Excellence with AI-Powered Crew Management

Cut $700K in costs, reduced 2Mn interruption minutes, and 10% productivity boost



Challenges

- Real-time Visibility Gap: The dispatch team lacked instant access to resource availability, hampering efficient assignment during outages.
- Delayed Resolutions: Manual resource matching extended the assignment and resolution times, slowing service restoration.
- Poor Reliability Ranking: Increased CMI pushed the client into the fourth quartile for customer average interruption duration index (CAIDI), damaging its reputation.
- Crew Inefficiency: Uncertainties regarding the availability of daily crew, driven by dynamic schedules, led to high downtimes and delayed work.

Our Solution

- Developed a centralized system to maintain and provide easy access to real-time resource availability data.
- Built a machine learning model to recommend optimal crew configurations based on historical schedules and crew compositions.
- Smart Assignment Engine: Integrated real-time crew location, event proximity, and resolution time estimates to rank and assign the best crews, minimizing customer interruptions.
- Automated Guidance: Created a platform to suggest crew configurations using past data, empowering dispatchers with ac tionable insights.
- Designed a metrics dashboard to track CMI reduction, productivity gains, and overall performance improvements.

Tech Stack

Predictive AI | Machine Learning models | BlueVerse

Outcome Delivered

Cut average crew assignment time per outage by three minutes, accelerating response efficiency

CMI reduced by two million minutes: Significantly lowered customer interruption durations, improving CAIDI rankings

$700K
Contract Cost Saved: Boosted internal crew uptime, reducing reliance on expensive contract crews

8-10%
Productivity Gain: Enhanced crew performance, driving operational excellence and cost savings

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LTM

Global Marine Technology & Digital Solutions Provider

Transforming Offshore Logistics with AI-Powered Planning

Digitizing offshore logistics operations through intelligent planning, real-time tracking, and AI-driven optimization across personnel, vessels, and critical supply chains

Challenges

- Crew movement, vessel scheduling, and material logistics operated across fragmented systems with limited visibility.
- Manual planning and resource allocation resulted in operational inefficiencies and underutilized assets.
- Compliance validation for personnel, vessels, and safety certifications required significant manual effort.
- Weather disruptions and scheduling conflicts created delays across offshore operations.
- Vendor reconciliation and performance tracking lacked real-time operational transparency.

Our Solution

- Implemented a centralized offshore logistics platform integrating helicopters, crew boats, supply vessels, offshore platforms, and vendor ecosystems.
- Enabled intelligent planning and scheduling across personnel movement, cargo logistics, fleet utilization, and offshore operations.
- Introduced AI-powered optimization and decision-support capabilities for routing, allocation, weather disruptions, and capacity management.
- Automated compliance validation, real-time asset tracking, KPI reporting, and vendor payment reconciliation.
- Delivered a single operational view across offshore logistics, improving coordination, visibility, and decision-making.

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Tech Stack

Marlin Offshore Logistics Platform | AI Planning Assistant | Optimization Engine | React | TypeScript | Node.js | PostgreSQL | Azure DevOps | Kubernetes | OpenShift | SAP Integration | GIS/AIS Integration



Outcome Delivered

20-40%
reduction in logistics turnaround time through optimized planning and scheduling.

15-30%
reduction in operational costs through improved fleet utilization and resource optimization.

10-20%
reduction in fuel consumption through intelligent routing and asset allocation.

20-40%
improvement in quayside and offshore logistics efficiency through real-time visibility and automated workflows.

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