A Larsen & Toubro Group Company

LTM BlueVerse | UNIPHORE

RETAIL & CONSUMER GOODS

Every Recall Starts Small. Catch the Signal Earlier.

Contain by batch, not by brand.



BlueVerse™ Warranty & Recall Intelligence, powered by Uniphore

MISSED SIGNAL COSTS

$8M+

The average producer/ processor cost of a recall

Weeks to months

From first complaint to recall decision

Several months

From recall decision to verified removal from shelves and homes

$100M+

Up to $100M or more in consumer lawsuits

Unquantifiable

Damage to the brand

THE CHALLENGE

Missing a Small Signal Can Lead to a Multi-Million-Dollar Recall

Product recalls rarely begin as crises. They begin as one consumer complaint, a cluster of returns, a retailer escalation, or an off-spec lab result. The challenge is recognizing those signals early enough to act — and scoping the response precisely enough to protect the rest of the brand.

For most consumer brands, that evidence is scattered across care lines, returns systems, retailer portals, QA labs, and supplier records. By the time the pattern is clear, product is already on shelves, in homes, and in the headlines.

From Signal to Shelf: Where Time Is Lost

Time to Decision
Weeks to months

- Complaints rise
- Signals scatter
- Manual triage
- Slow root-cause analysis
- Lot-scope gaps
- **Decision delay**

Time to Effective Close
Several months

- Notify retailers
- Remove from shelves
- Verify closure
- **Recurrence risk**

What's Missing Today

- Complaints, returns, retailer escalations, and QA findings sit in disconnected systems
- No traceable lineage from SKU to lot to supplier
- No common product language across brands, plants, and partners

The result: risks are spotted late, investigations rely on fragmented evidence, and recalls are scoped too broadly. That costs money, shelf space, and consumer trust.

LTM BlueVerse

THE SOLUTION

Quality Intelligence Built for Consumer Brands

BlueVerse™ Warranty & Recall Intelligence (WRI), powered by Uniphore, connects consumer, retailer, quality, supplier, and production data in one governed, AI-powered intelligence layer. Teams find emerging issues sooner, trace them to their source, and contain them by batch rather than by brand.

At its core is a small language model trained on your products, ingredients, components, and failure language. It runs inside your enterprise boundary and works cost-effectively across every complaint, return, and record.

How It Works

Detects and connects signals in: complaints · reviews · returns · retailer escalations · QA & lab · batch records · supplier data



01 Connect
Bring together complaints, reviews, returns, retailer escalations, QA and lab results, batch records, and supplier data.

02 Link
Semantic and graph retrieval maps every signal through SKU → lot → supplier → defect mode.

03 Reason
Hybrid AI combines deterministic and ML models, domain-tuned small language models, and AI agents to detect patterns and assess impact.

04 Govern
Every investigation, decision, and action is recorded in a transparent, auditable trail.

Key Capabilities

Early Risk Detection — Catch emerging contamination, safety, and performance issues in consumer and retailer signals before they spread across SKUs, plants, or markets.

Accelerated Root-Cause Analysis — Trace issues to the ingredient, component, supplier lot, production line, or co-manufacturer behind them.

Intelligent Impact Assessment — See exactly which SKUs, lots, plants, distribution centers, and retailers are affected.

Decision Intelligence — Give quality, operations, and finance leaders evidence-backed recommendations for holds, withdrawals, and recalls.

Governance and Traceability — Keep an audit-ready record for regulators, retail partners, and insurers.

Built for Every Consumer Category

Food & Beverage
Trace contamination and allergen complaints to the ingredient lot and production line.

Toys & Juvenile Products
Spot injury and safety patterns early, ahead of regulatory reporting windows.

Home & Furniture
Link tip-over, breakage, and material failures to suppliers and design revisions.

Electronics & Appliances
Connect overheating and battery signals in returns to specific component lots.

Personal Care & Beauty
Tie adverse-reaction complaints to formulation batches and raw materials.

Pet Food & Supplies
Detect illness clusters and trace them to ingredient suppliers and plants.

THE VALUE

Contain by Batch, Not by Brand

Earlier	Faster	Stronger	Precise	Lower
consumer-signal detection	root-cause analysis	supplier recovery	lot-level scoping	recall cost and brand risk

40–60%

Faster Signal-to-Decision

Move from first complaint or retailer escalation to a lot-level hold in days, not weeks.

Up to 2X

Earlier Defect Detection

Find emerging contamination, formulation, packaging, and component issues before they spread across plants, co-manufacturers, suppliers, or channels.

50–70%

Less Manual Evidence Gathering

Automatically connect complaints, returns, retailer escalations, lab results, batch records, and supplier certificates.

Days

Root Cause in Days, Not Weeks

Correlate defect modes with SKUs, lots, production lines, and supplier lots.

Lot-level

Lot-Precise Recall Scope

Scope by GTIN, lot code, best-by date, plant, line, and distribution path, not by estimate or a brand-wide withdrawal.

Stronger

Supplier Cost Recovery

Attribute causes consistently, with evidence, to the responsible supplier and lot.

The bottom line: Earlier detection + stronger supplier recovery + lot-precise scope = cash reserves released and financial exposure reduced.

For Quality

One connected view of every signal, and faster, defensible investigations.

For Operations & Supply Chain

Targeted holds by plant and batch, with less disruption to supply and shelves.

For Finance

Smaller recalls, better supplier recovery, and lower reserves held against quality risk.

Why LTM + Uniphore

WRI is a joint offering from LTM and Uniphore, part of their strategic partnership to build industry-specific AI for core business processes. It combines LTM's BlueVerse™ ecosystem with Uniphore's Business AI Cloud: the two share a commitment to domain-specific small language models, AI agents, and sovereign, enterprise-controlled AI, and together they strengthen how quickly and securely these models are built, fine-tuned, and scaled.

How Fast Can You Go from a Retailer Complaint to a Lot-Level Hold?

Find out where signals are getting lost, and what precise containment could save you.

Book a recall-readiness assessment

Scan or visit
ltm.com/contactus

LTM BlueVerse

LTM — a Larsen & Toubro Group Company — is an AI-centric global technology services company and the Business Creativity partner to the world's largest enterprises. We bring human insights and intelligent systems together to help clients create greater value at the intersection of technology and domain expertise. Our capabilities span integrated operations, transformation, and business AI — enabling new ways of working, new productivity paradigms, and new roads to value. Together with over 87,000 employees across 40 countries and our global network of partners, LTM owns outcomes for our clients, helping them not just outperform the market, but Outcreate it.