From Fragmentation to Automation: LTIMindtree's Unified Expense Management

SAP Concur

Quick Facts

Organization

LTIMindtree Limited

Location

Bengaluru, India

Sector

 IT & Digital Consulting

Workforce

90,000+

Website

www.ltimindtree.com

Background

When Larsen & Toubro Infotech (LTI) and Mindtree merged to form LTIMindtree, the newly unified company faced a formidable challenge—integrating operations across its vast global footprint. With over 90,000 employees and 700 clients spanning 35 countries, efficiency and scalability were more critical than ever. However, behind the scenes, a fragmented travel and expense management system was creating roadblocks.

After the merger, LTIMindtree faced the challenge of unifying multiple platforms and streamlining processes. Employees navigated different systems, leading to inefficiencies in reimbursements and compliance. Manual workflows added to administrative efforts, while limited visibility into travel expenses made cost management difficult. With low corporate card adoption and minimal AI-driven automation, optimizing operations became a priority. LTIMindtree sought a solution that would enhance efficiency, eliminate redundancies, and support its ambitious growth strategy.
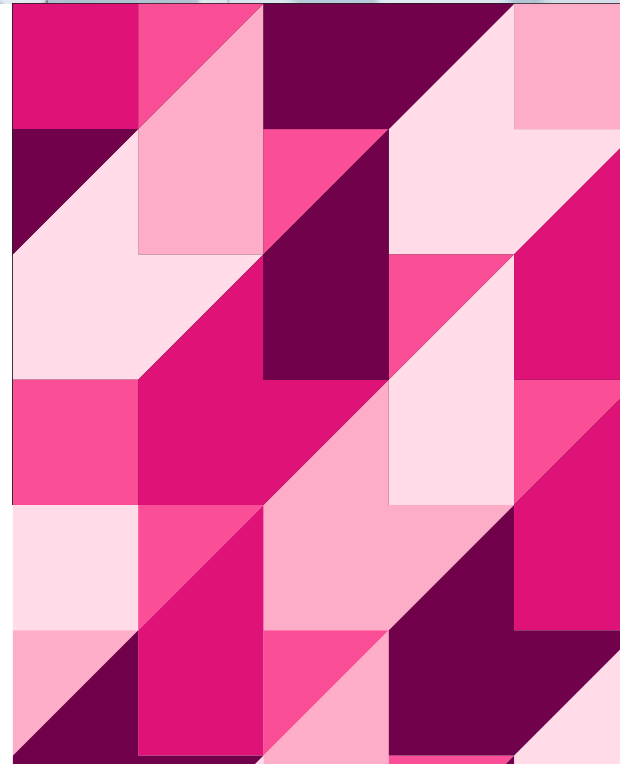
The Turning Point: Partnering with a Select Care Manager

Recognizing the urgent need for transformation, LTIMindtree turned to SAP Concur. The goal was clear—to unify and automate travel and expense management, creating a seamless and efficient experience for employees and leadership alike.
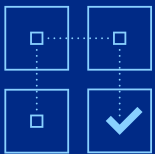
SAP Concur's Select Care Manager Service played a pivotal role in this journey, ensuring a smooth deployment and maximum benefits from the new system. LTIMindtree also became an early adopter of Concur's AI Request Assistant feature. Through a close collaboration with SAP's product engineering team, the company contributed over 10 potential AI-driven use cases, helping shape a more intuitive and powerful solution.

The transformation hinged on automation. Features like Optical Character Recognition (OCR) and mobile capabilities streamlined expense reporting, reducing manual intervention and accelerating approval processes. Real-time analytics further provided deep insights into spending patterns, enabling better policy enforcement and cost control. Even the entire travel and expense ecosystem was consolidated into a single, integrated platform that was accessible across all LTIMindtree offices worldwide.

The Shift: Before and After

The impact of this transformation was felt company wide. The cumbersome manual processes that once plagued employees became a thing of the past. Approvals that took weeks were now completed in days, and decision-making was driven by real-time data rather than fragmented reports.

Before Implementation

- Manual, inconsistent tracking
- Delayed reimbursements
- Limited expense visibility
- Increased administrative overhead

After Implementation

- End-to-end automation
- Faster processing and approvals
- Real-time data insights
- Streamlined, efficient workflows

Results & Business Impact

**The transformation
yielded remarkable improvements:**

- **Faster Deployment:** System changes that once took months were now implemented in just one to two weeks.

- **Processing Efficiency:** Claim submission time reduced by five days; approval timelines shortened by 15 days.

- **Cost Optimization:** Eliminating redundant systems led to significant operational cost savings.

- **Increased Corporate Card Adoption:** Employees embraced the new system, reducing manual expense reporting.

- **Enhanced Automation & AI:** Improved workflows ensured minimal disruptions during change management.

Looking Ahead

With SAP Concur as a strategic partner, LTIMindtree continues to explore AI-driven innovations to further enhance its expense management framework. The vision remains clear—simpler, smarter, and more secure financial processes at scale.

" We have been able to reduce cost by avoiding running parallel systems and consolidating everything into a unified platform. "

Rajeesh Kumar R
Chief Information Officer at LTIMindtree

This digital transformation is more than just a technology upgrade; it's a blueprint for efficiency, innovation, and future-ready enterprise solutions.

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