

LARSEN & TOUBRO INFOTECH LIMITED



Company Background

Larsen & Toubro Infotech Limited (L&T Infotech), incorporated in 1997, is a wholly owned subsidiary of the EUR 3.3 billion technology driven engineering and construction major, Larsen & Toubro Limited.

L&T Infotech has global presence which includes 10 software development centres at 7 locations in India and 15 international offices. As on 31 March 2006, the company has approximately 7,000 professionals, which play a critical role in L&T Infotech's successful implementation of its services.

L&T Infotech in the European Union (EU)

L&T Infotech is present in the EU, with its five offices located in the United Kingdom, Denmark, France, Sweden and Germany. In FY 2005-06, L&T Infotech's business from the European Union contributed approximately 22 per cent to L&T Infotech's total business. The company works with the offshore application development model, wherein application development is carried out at its development centres in India. These centres are connected to the European offices through a dedicated wide area network to serve the company's client base in Europe. The company's clients in the EU include major players across different sectors. In spite of its late entry, the company has been able to gain a significant foothold in the region.

L&T Infotech in the UK

United Kingdom, being one of the largest IT services markets, is crucial for L&T Infotech's success in Europe. The company is a key player in the insurance segment in this region. It offers a variety of specifically designed solutions for product rating and definition, underwriting, policy administration, claims management, risk placement, client management, accounting, treaty and facultative contracts. L&T Infotech is focussing on SAP implementation and support in the UK, where it is offering its services to several prestigious clients.

L&T Infotech in Denmark

L&T Infotech operates in Denmark through its fully owned subsidiary. The company has an office in Copenhagen. The major clients of the company in Denmark are in the Banking, Financial Services and Insurance (BFSI) segment. Recently, the company entered into a major outsourcing alliance with Payment Business Services (PBS) in Denmark. Under this alliance, both companies will work in synergy when approaching new European clients. L&T Infotech aims to increase its share of the total annual man-hours required by PBS for development projects to 50 per cent by 2007. It expects to leverage PBS' services for catering to its European clients and for gaining a cheaper access to the market.

L&T Infotech in France

L&T Infotech operates in France through its office in Paris. The major clients of the company in France are in the Manufacturing, Telecom and Banking

segment. Using its Onsite-Offshore Global Delivery Model, L&T Infotech has provided cost-effective solutions to its customers. L&T Infotech has setup dedicated Offshore Development Centers for its major customers to provide flexibility and cater efficiently to evolving needs of its customers.

L&T Infotech in Germany

In Germany, the company operates through its two offices that are located in Leipzig and Munich. Germany, with its renowned heavy industry and manufacturing companies, is a major consumer of IT services; therefore, it is a strategic market for the company. The company's experience in providing cutting-edge IT solutions to its parent company enabled it to grow in the region. Apart from those in the manufacturing sector, L&T Infotech has also bagged major clients in the financial, services and insurance sectors.

Success Factors

Focus on Quality

From its inception, L&T Infotech has focussed on quality solutions. The company was among the first few software companies of India to have the ISO 9001:2000 certification. In addition, it is also assessed and rated at PCMM Level 5, Version-2.0 across all its software development centres, and also conforms to SEI-CMMI Level-5 guidelines. These certifications significantly help in positioning the company as a world-class and quality-conscious service provider to its overseas clients.

Innovations

L&T Infotech has developed a multitude of products catering to clients across various sectors and phases of IT implementation. The company has a dedicated Center of Excellence (CoE) that focuses on adopting cutting-edge technologies for business solutions. The CoE endeavours to ensure that knowledge from different technology areas reaches various delivery groups within the

company. L&T Infotech has established strategic partnerships with certain leading players in the industry, including SAP, Oracle, Amber Point, Microsoft and Computer Associates. With these partners, the company is able to extend customised solutions to a multitude of clients in various segments.

Future Plans

Focus on Area of Expertise

L&T Infotech is planning to focus on Enterprise IT, consisting of Manufacturing (which includes Automotive sector, Construction Equipment (off high way vehicles) sector; Semiconductor and Electronics (Hi-tech) sector; Industrial Products sector; Consumer Packaged Goods sector; Utilities & Process sector); Energy & Petrochemicals sector; Banking & Securities; Insurance sector; and Product Engineering Services sector. The company has identified these sectors as its future growth drivers.

The company is among the top 10 leading software and service exporters from India in the report published by NASSCOM. The company is planning to brand itself as a major IT services player in the EU, and is aggressively marketing itself through various promotional activities in the region. The company has plans to start operations through its offices in the Netherlands and Switzerland region. The company has initiated strategic investments in the EU to start near-shore development centre and cater to the requirements of its clients.

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