Maruti Suzuki puts its productivity in top gear with SummitAI

Maruti Suzuki India Ltd. is a leading automobile manufacturer in India with almost 20,000 employees. Thousands of IT assets, including laptop, desktops, servers, and applications like ERP, HRMS, and CRM, all play a pivotal role in everyday operations. Maruti's IT systems are critical for employees to perform tasks without disruption. Maruti wanted a solution its IT team could completely rely on for everyday IT support needs and business-critical functions. They sought a system that was intuitive, easy-to-use, easy-to-maintain, and resource-efficient. SummitAI delivered just that.

Up to 50%
increase inproductivity

On-the-go
ITSM with mobile app

Up to 85%
increase in CSAT scores

Real-time
asset monitoring

Why did Maruti Suzuki select SummitAI?

An IT solution that fits like a glove: SummitAI's out-of-the-box enterprise solution fitted exactly to the requirements of highly process and complex environment Maruti had.

SummitAI topped the industry's evaluation process: Drag and drop workflows, real-time visibility, codeless automation, single-click dashboards and reports that will help Maruti meet its IT goals.

Comprehensive functionalities and features: Maruti engaged with industry's leading analyst firms, and SummitAI came top of all the evaluation criteria and rankings.

Integrated suite: SummitAI offers an integrated suite for IT Service Management (ITSM), IT Asset Management (ITAM) and IT Operations Management (ITOM) processes.

Easy to use and easy to maintain: SummitAI's solution is extremely easy to configure and easy to maintain without major coding and without a resource-intensive set up.

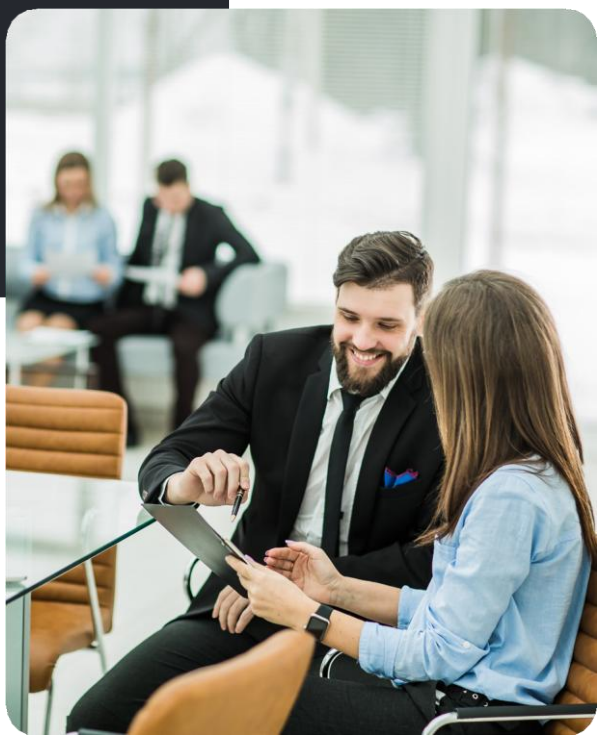
Intuitive self-service portal: Intuitive UX and UI, portal with instant access to information, personalization, self-help functions help save time of employees.

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SummitAI and Maruti's IT ecosystem – The beginning of a joy ride

Key benefits

Transforming employee experience: SummitAI was able to transform the employee experience at Maruti Suzuki using the following:



- **Intuitive user portal**
  SummitAI portal isn't just intuitive, it's a hassle-free solution for customers to find information, request services and know the status of their service requests
- **Mobile app**
  Now managers can provide approval and log requests on-the-go
- **Convenience of integrated portal – IT and HR services**
  IT and HR requests are integrated under one portal which saves employees a lot of time to log into multiple portals to raise requests
- **Higher productivity**
  Automating the workflow, faster resolution of service requests, better visibility, the overall productivity shot up by up to 50%
- **Improved CSAT**
  Maruti saw a steady increase in CSAT scores after switching to SummitAI. The CSAT scores shot up to 85% based on a recent analysis
- **Complete control of IT landscape**
  Integrating ITSM, ITAM and ITOM under one suite helped Maruti gain full control over their IT landscape
- **Governance, risk, and compliance (GRC)**
  SummitAI governance, risk, and compliance (GRC) helped transform Maruti's inefficient processes across enterprise into an integrated risk program

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SummitAI benefits to Maruti Suzuki



- **Risk management**
  Detected, and assessed the likelihood as well as business impact of an event based on data aggregated across enterprise, and responded to critical changes in risk posture

- **Policy and compliance management**
  Automated best practice lifecycles, unified compliance processes and provided assurances around their effectiveness

- **Audit management**
  Prioritized audit engagements using risk data and profile information to eliminate recurring audit findings, enhance audit assurance, and optimize resources around internal audits

- **Vendor risk management**
  Incorporated a standardized and transparent process to manage the lifecycle for risks assessments, due diligence, and risk response with business partners and vendors

Rolling out a huge change in the IT ecosystem of a large enterprise always affects its stakeholders, service providers, internal clients and multiple functions (application / infrastructure / GRC). So, to keep all the moving parts into consideration and deliver a successful solution is a herculean task. But we take pride to state that this is exactly what we excel at. The expertise with which we deliver business value to the organisation and its stakeholders help us fortify partnerships and build trust that would last for decades to come.

Request a demo

Get started with SummitAI ITSM solutions

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About SummitAI

SummitAI, formerly SymphonyAI Enterprise IT, delivers AI-native service and operations for the enterprise. With deep domain knowledge, enterprise context, intelligent ontologies, workflows, and agentic AI, SummitAI understands how organizations operate and turns that intelligence into autonomous action. From service management and asset management to IT operations, security, and enterprise workflows, SummitAI helps organizations resolve more work with less human intervention.SummitAI is recognized by leading industry analysts, including Gartner, Forrester, and IDC, for its innovation in AI-powered enterprise service and operations.Learn more at https://summitai.com/

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