

The LMTEQ Wire | May 2025

Defining Moments. Lasting Impact.

April wasn't just another month. It was a bold leap forward, marked by speed, strategic alignment, and visionary execution. From a record-breaking go-live to leading-edge discovery in telecom, LMTEQ continues to set the standard in enterprise transformation.

India's Fastest ServiceNow Go-Live 11 Days from Vision to Victory

April 9, 2025 – CapitaLand Data Center, BKC Mumbai

CapitaLand, one of Asia's largest real estate conglomerates, entrusted LMTEQ with transforming its India data center operations. The challenge? Rapid delivery without compromise. The result?

- **Go-live in just 11 working days — a new benchmark in ServiceNow India**
- **Zero disruption, full digital enablement**
- **Business-aligned implementation with measurable outcomes**



Delivered Highlights:

- Real-time data center capacity visibility
- AI-based forecasting and planning
- QR code-based asset lifecycle tracking
- Automated quote-to-cash with ERP integration
- Mobile-enabled operations and customer experience portal

The achievement was celebrated at CapitaLand's Mumbai site with LMTEQ's CEO and CTO — a powerful moment of innovation, collaboration, and precision execution.

LMTEQ at Bangalore Sales Play Series

April 22, 2025 – April 25, 2025 – ServiceNow Office, Bangalore

LMTEQ management team actively participated in the ServiceNow India Partner Sales Play Enablement Series in Bangalore, a key event designed to accelerate the adoption of industry-specific solutions. This gathering brought together some of the most forward-thinking minds in the industry, and our team was there to engage, learn, and align our strategies with the latest trends and innovations. The workshops at the event focused on critical sales plays tailored to India's high-impact industries, and the team contributed by gaining valuable insights and deepening our understanding of the most pressing challenges faced by:

Manufacturing + Enterprise (IT/OT Convergence, ERP, Dealer Networks)

- Exploring the integration of modern workflows with legacy processes and systems
- Identifying opportunities for increased visibility and automation across complex supply chains
- Discussing the optimization of dealer networks for enhanced operational efficiency

BFSI (Banking, Financial Services & Insurance)

- Understanding the future of CRM and loan origination journeys in a digitally-first world
- Analyzing how automation can streamline SecOps, risk, and compliance workflows
- Exploring the potential of ServiceNow's Agentic AI and Workflow Data Fabric to improve customer experience and satisfaction

TMT (Technology, Media & Telecom)

- Diving into the possibilities of telecom network intelligence and AI-driven service operations
- Studying how proactive service models can be embedded into telecom operations to reduce downtime and enhance service quality

LMTEQ's participation was not just about learning but also aligning with the broader vision of ServiceNow's role in transforming industries. By engaging with these high-level discussions, we continue to refine our approach and solutions, ensuring we are prepared to meet the evolving needs of our clients across sectors. The event was a significant opportunity to foster collaboration, gain insights, and refine our strategies for driving innovation in India's enterprise landscape.





Discovery Session with India's Leading Telecom Provider

Toward the end of April, we held a strategic discovery session with one of India's top telecom service providers, laying the foundation for a next-gen ServiceNow integration journey.

The discussion centered around integrating their multi-layered cloud management platform (CMP) with ServiceNow to streamline operations and scale services for enterprise clients.

Key insights from the architecture:

- Multi-domain architecture ensuring high-security tenant separation
- ServiceNow integration for Case, Change, Incident, Request, and Catalog
- Real-time CMDB automation and AI-driven event handling
- API-based Service Bridge enabling seamless orchestration with third-party platforms
- Deep infrastructure stack including OpenStack, OpenShift, CMP, and security layers



This is the beginning of a digital blueprint that could redefine how telecom infrastructure is managed at scale — and we are proud to be architecting that journey.

Coming Up in May 2025

KNOWLEDGE 2025 – Las Vegas

We are heading to the world's biggest ServiceNow event with powerful case studies, new accelerators, and an unwavering commitment to shaping what's next.

Knowledge Vault:

Read our latest blogs on healthcare, BFSI, AI, and automation on our website.

1. [Improve Loan Approval Turnaround Time by 35% with ServiceNow Workflow Automation for BFSI](#)
2. [How ServiceNow for Manufacturing Can Cut Downtime by 40% Through Predictive Maintenance Workflows](#)
3. [Revolutionizing Motor Insurance with ServiceNow – AI & Workflow Automation for Claims Processing](#)