

ENGAGEMENT CASE STUDY

Customer Background

The organization has a core competency in the trading of fresh fruits & vegetables. It has a global reach and over the years has expanded to the Far East, Africa, Europe & the Indian subcontinent. It has a leading banana product export entity in Davao, Philippines that is responsible for all production and operations related to 3 brands of the banana product.

Business Case

The organization is a huge proponent of digital technology solutions for increasing operational efficiencies. It had been using SAP B1 for many years and decided to upgrade to D365 with below objectives:

- Adoption of cloud solution to eliminate dependency on hardware infrastructure
- Browser based access to the system anywhere anytime
- Single solution to take care of multi-geography, multi-company, multi-language, centralized data management

Business Solution

GITL was selected for this engagement due to their approach of business study, demo and solution discussions along with relevant experience in the Dynamics 365 offering. The solution focused on a standardized, easy-to-use user interface (UI) across products used by the Customer.



Leading Distributor of Fruits & Vegetables in the Philippines Goes Live with D365 F&O Cloud Solution

“With great enthusiasm and pride, we would like to announce that we are live on MS Dynamics 365 F&O. Godrej Infotech team’s dedication and commitment with excellent domain knowledge of our business was the key factor to our success and we cannot thank them enough for their valuable contribution. We have learned and benefited tremendously from working with Godrej Infotech and hope to have the opportunity to continue a long term relationship with your esteemed firm.”

- General Manager

Highlights

Industry: Manufacturing & Trading

Project Location: Philippines

Engagement Since: 2018

Solution Snapshot:

- D365 Implementation in the farming industry is exemplary
- Localized solution for Philippines
- Anytime, Anywhere Access
- Single integrated solution covering CRM, ERP, and BI
- Accurate inventory tracking
- Use of Microsoft recommended technology framework
- Add-on Customization as per Customer requirements

Modules covered by the solution are:

- General Ledger
- Accounts Payable
- Accounts Receivable
- Budgeting
- Fixed Assets
- Cash and Bank Management
- Sales and Marketing
- Procurement and Sourcing
- Product Information Management
- Inventory and Warehouse Management

Challenges

The Customer has farms in remote locations where transportation and communication was a huge challenge. This led to minimal user engagement during the initial phases. However, following best practices were used to successfully overcome these challenges and complete the project within the specified time-frame:

- In-depth analysis of the business requirement
- Early risk identification and prompt mitigation plans
- Use of standard system to the maximum
- Involvement of key stakeholders throughout the implementation cycle
- Diligent change management process

Benefits

- There is considerable reduction in duplicity of work and increase in inter-departmental synergy
- Users have started doing paperless work because of the new system
- There is significant cost savings and greater innovation benefits received from the use of cloud technology
- Through well defined access control, users are limited to accessing only relevant areas of the system which is very important from a security point of view

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About Godrej Infotech Ltd.

Godrej Infotech Ltd, part of \$4.1 Bn. Godrej group, is a software services consulting company with HQ in Mumbai and operations across India, Middle-East, APAC & Europe. A CMM Level 4 and ISO 9001:2008 certified company, GITL's service offerings follow proprietary methodologies derived from product best practices and experience in similar implementations. We have strategic partnerships with Microsoft, Infor and SAP for ERP and their allied products. GITL is committed to its 350+ customers globally in the Manufacturing, Engineering, Projects, Retail and Distribution arenas.

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