



CASE STUDY

Information Technology Solutions

Client is a software services and consulting company headquartered in Mumbai. They are assessed at SEI-CMM Level 4, which means their quality processes are well-defined and professionally managed. They also have ISO-9001 2008 Quality Systems Certification for Analysis, Design, Coding, testing, Delivery and Maintenance of Commercial Application Software, ERP Consultancy and Facilities Management Services.

Challenges & Opportunities

Some of the challenges faced were:

- ❑ No structured sales process across business lines
- ❑ Difficult to identify stuck or lagging opportunities
- ❑ Difficult to get a holistic view of the sales performance
- ❑ Lot of time lost in report consolidation, training for sales process to new employees and MIS as requested by the management.

Business Solutions offered by GITL

Some of the highlights for the solutions offered were:

- ❑ Sales stages were identified and structured across business lines
- ❑ Notifications on business critical events
- ❑ Integration with ERP

Statistic at a Glance

Solution	: MS CRM 2011
Product	: MS CRM
Operating System	: Windows Server 2008
Database	: SQL Server 2008 R2
Industry	: IT Services
Number of Users	: 50
Region	: India
Status	: Live Since 2010

Benefits/Changes

Some of the benefits are as follows:

- ◆ Greater operational efficiency
- ◆ Business process across lines of businesses streamlined
- ◆ Better insights, Lesser training time to new joiners
- ◆ MIS reporting via dashboards with drill down report facility.

About Godrej Infotech Limited

Godrej Infotech Limited, part of the \$4.1 Bn. Godrej group is one of the leading IT service provider specializing in End-to-End IT solutions and services. Strategic partnership with industry leaders like Microsoft, Infor, LS Retail, and Oracle have played an instrumental role in making the organization a mature IT partner that understands the value of business process automation. Our service offerings include Business Consulting, ERP Implementation & Support, Application Development, Integration, Digital transformation, Analytical services, Mobile Application Development, Infrastructure Management, and e-Commerce. We have domain and technology expertise in the manufacturing, retail, trading, distribution, logistics, hospitality, project, and service industries. A CMM Level 4 and ISO 9001:2015 certified company, GITL's service offerings follow proprietary methodologies derived from product best practices and experience in similar implementations. Headquartered in Mumbai, India we have presence in Middle East, APAC, Europe and US with customer footprints extending across multiple geographies.

India

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