

# ENGAGEMENT CASE STUDY

## Customer Background

The organization has over 100 years of experience in hydraulic engineering, coastal protection and land reclamation. They operate in 90 countries and across six continents, with a versatile fleet of more than 900 vessels and floating equipment. They are a leading global dredging contractor and marine services provider offering a unique combination of experts, vessels and services. Maintaining the highest safety and sustainability standards, they provide innovative and competitive all-round solutions to their clients in the offshore energy sector, ports, and coastal and delta regions of the world.

## Business Case

The customer was having an in-house support team for managing the support and maintenance of its Infor suite of products. They wanted to outsource the Managed support services and also wanted to bring in flexibility and agility in the support team augmentation. They were keen to build up more knowledge on Infor LN and work with consultants who could provide seamless support to their users. Customers wanted to have multi-time zone support window.

## Business Solution

LVD Godrej Infotech nv (LVDGI) was selected for this engagement due to the following criteria:

- Experience & knowledge of INFOR Suite of Products
- LVDGI's relation with INFOR as an Alliance, Channel & Co-development Partner

## Highlights

**Industry:** Marine Services

**Project Location:** Netherlands

**Engagement Since:** 2018

### Solution Snapshot:

- First association with customer
- 3 year support contract
- Scope covering multiple INFOR products - LN, ION, OS, d/EPM, XM
- Multi-time zone support window covering 30000+ offshore & 5000+ onsite hours
- Activities include support, upgrade, roll-out and integration with other applications
- Service level KPI definition & monitoring
- Successful upgrade from Infor LN 10.5 to 10.6
- Strong governance model



Europe's Leading Marine Services Provider Selects LVDGI for Infor LN Managed Support Services

- Presence in Europe for similar support engagements
- Godrej Infotech Ltd.'s experience in handling support for the parent company Godrej & Boyce, covering 5000+ user licenses for INFOR Suite of Products and more than 150+ satellite applications

As part of the proposed solution, LVDGI provides Managed support services covering the following aspects:

- Incident Management
- Problem Management
- Knowledge Management
- Release Management
- Change Management
- Performance Management
- Availability Management

Significant highlights of the services provided are:

- Support window of CET Time zone
- Knowledge Transition process:
  - On-boarding knowledge transfer
  - Exit process
- Backup resource planning for Business continuity
- Knowledge Management for retention & periodic document review

Roll Out Details:

a. Currently following locations are live with Infor LN (Division Wise)

Dredging	Netherlands, Germany, Nordics(Denmark, Sweden, Finland), UAE(Ras Al Khaimah, Abu Dhabi), Singapore, France, Nigeria, Qatar, Africa(Gabon)
Salvage	Singapore, Netherlands, Houston (USA)

b. Future Roll Out Plan (Division Wise)

Dredging	Saudi Arabia, Kuwait, Oman, Mexico, UK, Brazil, Argentina, Panama, Colombia, Chili, Cyprus, Baltics
Offshore Energy Division	SAP to Infor LN

### Benefits

- As of date, LVDGI has successfully completed support of 400+ calendar days
- Support was started with a 17 company structure which has now been enhanced to a 60+ company structure
- The team successfully completed year end closing within 3 months from take over
- Upgrade project was taken up as a special project
- Post upgrade, month end closing was completed within 5 days of the production
- Customer provided an opportunity by adding LVDGI resources to their internal roll-out project

## Contact us



### Head office

#### Belgium (JV: LVD Godrej Infotech nv)

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## About LVD Godrej Infotech

LVDGI is a subsidiary of Godrej Infotech Ltd, part of the \$4.1 Bn. Godrej group. It 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, LVDGI's service offerings follow proprietary methodologies derived from product best practices and experience in similar implementations. Headquartered in Belgium, we have presence in India, Middle East, APAC, Europe and US with customer footprints extending across multiple geographies.

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