


# 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 bring in consulting experience to provide seamless support to their users. The requirement was for multi-time zone support along with expertise in multi-geography rollouts.



Europe's Leading Marine Services Provider Selects LVDGI for Infor LN Managed & Rollout Services from Offshore

## Highlights

**Industry:** Marine Services

**Project Location:** Netherlands

**Engagement Since:** 2018

### Solution Snapshot:

- 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

## 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
- 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

In addition to support services, we also provided rollout services to more than 17 locations and have plans of division wise roll out to another 10 locations. Knowledge transition process with on-boarding and exit processes have been well defined. We have also done backup resource planning for ensuring business continuity.

### Benefits

- The assignments were completed 100% from offshore
- As of date, LVDGI has successfully completed support of 1000+ calendar days
- Support was started with a 17 company structure which has now been enhanced to a 120+ company structure
- The team has successfully completed year end, month end and quarter end closing for the last three years on time, even after increasing the no. of rollouts
- Support window across APAC, Middle East, & Europe time zones
- Upgrade project to Infor LN 10.6 has been delivered on time with highest quality and negligible post go live issues

## Contact us



### Head office

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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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