

ENGAGEMENT CASE STUDY

Customer Background

The customer is a global leader in industrial packaging products and services and is pursuing its vision to become the world's best performing customer service company in industrial packaging. The company produces containers, container-boards and packaging accessories, in addition to providing filling, and industrial packaging services for a wide range of industries. It is strategically positioned with 200 operating locations in more than 40 countries to serve global as well as regional customers.

Business Case

The client was looking for an offshore support partner to handle their enterprise solutions - Infor LN & ION. They were looking for experienced senior resources to work with their IT team in the EMEA and AMER regions. The requirement was for an onsite/ offsite engagement for development, rollout & support activities. The client wanted to bring in INFOR LN knowledge with the help of GIA's senior consultants so as to provide seamless support to the users.



Global leader in Industrial Packaging Products and Services Selects Godrej Infotech Americas for INFOR LN Support Services

Highlights

Industry: Service

Project Location: Offshore support from India for USA region

Engagement Since: 2017

Solution Snapshot:

- 3 year contract
- 7 senior technical & functional consultants working on finance & manufacturing domains
- Successful year-end closing for global entities
- GIA has been awarded offsite support contract for AMER region & also contract for additional resources onsite at EMEA (Belgium)

Business Solution

GIA has provided onsite and offsite experienced technical and functional consultants in multiple domains like finance & manufacturing. The consultants were flexible to travel to the client sites for rollouts and support.

Activities carried out were:

- Participation in development of global scalable solution
- Knowledge management for retention & periodic document review
- Implementation of strong governance model

Challenges

The challenges faced by the GIA team during this implementation were:

- Knowledge transfer related to existing processes and mapped frameworks

Benefits

- GIA has successfully developed a scalable solution for the flexible packaging business
- As of date, 2 years of onsite support has been completed
- Flexibility in Resource Augmentation

Contact us



Godrej Infotech Americas Inc.

808 Harris Avenue, Austin,
Texas - 78705 USA



About Godrej Infotech Americas Inc.

Godrej Infotech Americas (GIA) is the USA subsidiary of Godrej Infotech Ltd (GITL) which is one of the holding companies within the USD 4.1 billion Godrej Group. This group started its journey in 1897 and through the years have diversified from High Tech Engineering to Consumer Products. Based out of Texas, USA, GIA is one of the leading IT service providers specializing in End-to-End IT solutions. 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.

Email: infotech@godrejinfotech.com | www.godrejinfotech.com



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