Godrej | INFOTECH

Godrej Infotech Americas

ENGAGEMENT **CASE STUDY**

Global Provider of Engineered
Solutions Selects Godrej
Infotech Americas for Infor
LN Value Added Services

CUSTOMER BACKGROUND

The Customer organization is a pioneer in manufacturing of advanced materials and engineering solutions. Having started from paper-making, today they are well known for their manufacturing expertise in resin-based technologies and materials. An expansion focused company, they have ventured into other areas such as manufacturing of netting and specialty TPU films, and the use of botanical materials for the packaging and cosmetic industries. Some of their high quality products are polyurethane films, laminates, and thermoplastics. They have 3000+ employees with operations across 90 countries such as US, UK, FRANCE, Russia, Spain, Luxembourg, Brazil, Canada, Poland and China.

THE BUSINESS CASE

Infor has introduced Infor LN Multi-Tenant (MT) Cloud environment as well as related CloudSuites few years back. Customers are advised to be on the latest version of the application so as to be able to take the full benefit of new features. This requires patch loading at regular intervals. In order to ensure that such patch loading doesn't impact the production environment, thorough integration testing was required to be carried out in Acceptance/TRN environment. This required involvement of key implementation team members who were also involved in the rollout process, thus impacting rollout timelines. Hence, they were looking for experts who could add value during the rollout process as well as act as extended IT arm understanding existing business processes and systems which were developed in-house along with LN Cloud integration.

Godrej Infotech Americas (GIA) was selected for this project based on our experience with Infor LN CloudSuites and Infor LN MT Cloud. We are engaged to help the Customer at all stages during the rollouts as well as for providing testing services to ensure that all risks related to regular patch loading are mitigated in advance and end user experience is not impacted.

HIGHLIGHTS

Industry : Manufacturing

Project Location : United States of America

Engagement Since : 2020

Solution Snapshot :

- First Engagement with the Customer

- Development Support for Rollout Project

- System and Integration Testing after Patch Loading

- Cloud deployments of Infor LN, OS, Factory Track and PDE (Production Management System developed in-house)

BUSINESS SOLUTION

The organization was using a 'Kernel Rollout' methodology where-in initial implementation was done for 1 site in the US and 1 in the UK. Since this is a multi-geography organization, rollouts are done to the various locations with site specific customization. This process reduces implementation cost and standardizes business processes.

Godrej Infotech Americas has been involved in the following activities:

• Technical support activities during rollout across multiple geographies. This includes enhancements related to reports and workflows as well as integrations on Infor LN, OS and Factory Track.

• The Customer environment is regularly patched every two months. Once the patching is done, the GIA testing team performs patch testing of the MT Cloud Environment.

• Functional support during rollouts at multiple sites by getting involved in activities like company setup, co-ordination with users, conducting user training, preparation of user manuals, data migration, data cut-over planning and support after making the new site live.

BENEFITS

• Customer is happy with the timely response and high quality of work from GIA functional & technical consultants

• Reduction of system issues/bugs after new patch loading

• The support service is provided from offshore during US and Non-US hours, which results in significant cost savings for the Customer

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.

ADDRESS

Godrej Infotech Americas Inc.

808 Harris Avenue, Austin,
Texas - 78705 USA

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

India | APAC | Middle East | Europe | USA