

ENGAGEMENT CASE STUDY

Multi-Year MS Dynamics NAV
Support for Leading Global Tire
Manufacturing Organization



CUSTOMER BACKGROUND

Customer is a tire manufacturing company headquartered in USA with offices in Europe, USA, Netherlands and India. With experience spanning across 6 decades, the organization, today, has an active presence in 120 countries. Specializing in the development, manufacture and sale of Agricultural, Forestry, Industrial and OTR tires worldwide, it is recognized as an emerging market leader of Off-Highway Tires (OHT).

BUSINESS CASE & SOLUTION

The Customer was looking for IT support services for their MS Dynamics NAV 2016 application, since their business in the US market is primarily supported by MS Dynamics NAV 2016 along with multiple third-party integrations.

Godrej Infotech Ltd. (GITL) was selected for providing rollout and support services to the customer. This is a five year support contract which includes functional and technical resources that work as per US time zone.

Following best practices have been followed for the smooth delivery of support services:

- Ticket based issue resolution
- Functional specifications are prepared for development service requests
- Testing is done in development server and test documents are prepared and verified before promotion to production server
- Solution upgrade testing is done with end-to-end scenarios for various business units
- Special provision for month-end and year-end support

HIGHLIGHTS

Industry : Manufacturing

Project Location : Global

Engagement Since : 2016

Solution Snapshot :

- Support as per US time zone
- Additional programming to accommodate warranty process
- National account auto-processing
- Integration with:
 - o Salesforce
 - o WMS (Warehouse Management System)
 - o TMS (Transport/ Freight Management System)

TESTIMONIAL

We have been very satisfied with the Team's performance and are very appreciative of their efforts and hard work. We are impressed with the issue management and troubleshooting skills of the consultants along with their extensive system and business knowledge. They faced challenges under strict timelines and intense pressure, as well as outside influences brought on by the pandemic. They should be commended for their diligence and dedication, and we appreciate all their efforts.

- **Business Systems Manager**

BENEFITS

- Uniform processes across subsidiaries
- Third party integration for automating the sales process from order to invoice
- 25% increase in manpower utilization
- 30% cost reduction due to standardized process across subsidiaries

ABOUT GODREJ INFOTECH

Godrej Infotech Limited, part of the \$4.1 Bn. Godrej group is one of the leading IT service providers specializing in End-to-End IT solutions & services. Strategic partnership with industry leaders like Microsoft, Infor, LS Retail, & 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 - Business Consulting, ERP Implementation & Support, App Development, Integration, Digital transformation, Analytical services, Mobile App Development, Infrastructure Management, & e-Commerce. We have domain & technology expertise in the manufacturing, retail, trading, distribution, logistics, hospitality, project, & service industries. An ISO 9001:2015 certified company, GITL is headquartered in Mumbai, India with presence in Middle East, APAC, Europe, US & customer footprints extending across multiple geographies.

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