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Case study

About the client

The client is a pioneer in the electronic payments industry. With over 20+ years of expertise, the company specializes in hardware and software solutions for ATM's, POS terminals and multi-function payment kiosks. The organization has over 200 employees globally with offices in UK, Australia and India.

Business case

With growing number of installations across multiple geographies, the client was facing a number of issues with its enterprise system. The areas that needed immediate attention were:

- Site wise fixed and variable expense recording and tracking
- Accurate revenue recording based on transaction feeds received from the bank

Business solution

The client evaluated a number of partners for implementing a financial savvy, integrated ERP system. Godrej Infotech Limited (GITL) was selected as the most suitable partner for this engagement. The key factors that led to this selection were:

- Prior experience with similar industry and technology
- Large team of functional, technical and project management consultants
- Assurance of future support post implementation

Financial Services Organization Streamlines Expense and Revenue Management with MD NAV 2013

Highlights

Industry: Financial Services
Location: India
Employees: 200
Engagement Since: 2013

Solution Snapshot:
- Multi Company Operations
- Discrepancy Reporting
- Accurate Financial Audits
- Waste Management

Environment:
- Operating system - Window 8 Server
- Database - SQL Server 12

Modules:
- Service
- Job & Resources
- Finance
- Fixed Assets
- Purchase
- Inventory

Salient features of the solution offered are:

- **Expense Tracking:** Set up of the Microsoft Dynamics NAV 2013 Financial Management module for recording and tracking of diverse expense types across different installation sites. Timely capture of fixed, variable and recurring expenses for rentals, leasing, electricity repair leads to precise site wise derivations of financial positions.

- **Service Management:** Set up of the Service module for tracking of follow up and services calls for each customer. In addition to ticket tracking, the system is also used to set up service contracts with details such as expected response time, schedule, pricing and client preferences.

- **Project Management:** Set up of the Projects module for efficient tracking of jobs, planning lines, tasks and resources. At any given point of time, key information such as project resource utilization, percentage completion and financial indicators are available for making significant project decisions.

- **Revenue Calculation:** Set up of rule based Revenue calculations based on customer scenarios. The sales invoices for each client is generated based on transaction feeds sent from banks.

- **Fixed Asset Tracking:** Set up of the Fixed Asset module for recording vendor, warranty, insurance and service details for each asset. The system automatically posts maintenance costs to the general ledger and evaluates depreciation impact on the balance sheet.

- **Web Portal Integration:** Integration with a third party Web Portal for system access across time and location boundaries. End users benefit from role based snapshot views that give just enough information needed for their function. Consequently, accelerated approval processes positively impact the bottom line.

Challenges

The challenges encountered during this implementation were:

- Intricacies related to integration with third party software
- Site wise tracking and association of a large number of fixed assets
- Building complex revenue generation logic for different types of bank feeds

Benefits

The benefits of implementing the MD NAV system are as follows:

- 20% Reduction in Average Ticket Closure Time due to Auto Call Tracking
- 15% Reduction in Fixed Asset Maintenance Costs due to regular Asset Service
- Enhanced User Experience due to Web Access
- Detailed Expense Figures
- Accurate Sales Invoices

Contact us

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About Godrej Infotech Ltd.

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

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