

# ENGAGEMENT CASE STUDY

## Customer Background

The organization is India's largest lift truck manufacturer and exporter. Established in 1963, they provide mobile material handling solutions to the aviation, logistics, manufacturing, defence, ports, infrastructure, railways, power and services sector. They are ranked globally as the 21st largest forklift manufacturer. Their sales and service network comprises of 16 branches, 3 resident engineers, and 61 dealer locations. A global exporter, the organization has representation in Asia, Middle East, Africa, Latin America and European markets and is the first Indian MHE company to deploy a toll-free helpline for Sales and Services.

## Business Case

Existing systems did not provide the functionality and the stability for Client to effectively manage its costs and cycle time. Additionally, the hiring contract 'initiation to execution' process was manual and lacked real time information flow.

The requirements from the customer were:

- Holistic monitoring dashboard
- Ability to drill down into operational data
- Allow distributed end-users to access the system directly
- System driven Contract Management process



## India's Material Handling Solutions Provider Manages All Assets Using Infor EAM System

We have deployed Infor EAM, Infor LN ,CRM and HRIS system integration for more than a year now. We have been able to successfully run our Equipment Rental Business on this platform.

Few of the productivity improvements we see in this solution provided by Godrej Infotech are as given below:

- Assignment time for customer request has reduced to 50%
  - Productivity has been enhanced by 4 to 5%
  - Infor EAM & LN integration for material requests by field technicians saves processing time by almost 36 hrs
- Overall, this system has resulted in improved satisfaction of both internal and external stakeholders.”

- General Manager

## Highlights

**Industry:** Equipment Manufacturing

**Project Location:** India

**Engagement Since:** 2016

### Solution Snapshot:

- Highly Scalable, Web-Architected Solution
- Configured Hiring Contract Management Process
- One View Dashboard
- Asset Management Process Mapping
- Purchase Management
- Work-order Lifecycle Management

## Business Solution

The team of experts from Godrej Infotech recommended Infor EAM as the best fit solution for the customer. The product provides flexibility to employees & dealers who can now access the application from any location. The mobile capabilities further allow employees to access and capture data at the point of service. Some of the significant highlights of the system are:

- Consolidated view of Operations and Maintenance data across the dealer/ customer base
- Configured KPI's, inbox & charts for higher management to monitor business performance
- Asset Verification, Movement, & Cannibalization features
- System Driven process for Contract Creation, Execution and Closure
- Seamless integration with ERP LN.

### Benefits

- Standardized processes for Operations and Maintenance across the network
- Email triggers and SMS Alerts
- Increased asset reliability through timely preventive maintenance
- Improved Equipment Uptime
- Longevity of Assets with accurate maintenance spares tracking
- Profitability Index Calculation
- Correct data drives decisions about resource allocation and utilization, which results in reduced overall costs
- Access to Real Time Data gives better visibility and control on Business decisions
- Significant saving of 35 hours on each Asset Movement activity
- Rapid response to Business needs
- Better Governance and Compliance

Contact us



## India

### Head office

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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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