

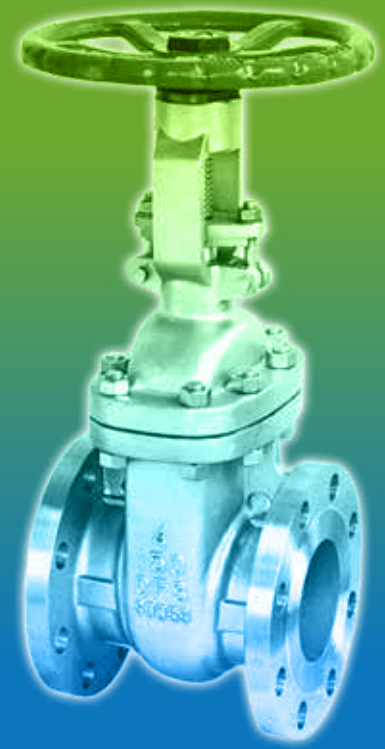
## Case Study

### Customer Background

The client is a leader in the field of industrial value manufacturing with operations in Spain, Canada, USA, Brazil, UAE, India and China. They specialize in the manufacturing of Gate, Globe, Ball, Butterfly and Plug valves used worldwide by Oil and Gas, Power, Chemical, Petrochemical and other industries.

### Business Case

The organization was facing operational issues due to data and process duplication across multiple legacy systems. There was no single source of truth for inventory, purchase, supplier and customer data making it difficult for the management to perform any significant decision analysis. Order management was complicated due to multiple production typologies such as make to stock (MTS) and engineer to order (ETO). The unorganized non integrated data was causing frustration amongst users of the system leading to staff demoralization and workflow inefficiencies. The company was in need for a single integrated automated system that would rationalize business processes and data.



**Industrial Valve Manufacturer  
Successfully Integrates Infor  
ERP with Product Lifecycle  
Management (PLM) System**

### Highlights

**Industry:** Discrete Manufacturing  
**Project Location:** United Arab Emirates  
**Engagement Since:** 2008

#### **Solution Snapshot:**

- Electronic Storage and Retrieval of Documents
- Two Way Interface with Windchill PLM System
- Efficient Order Tracking and Component Traceability
- Simpler CRM and SCM Systems

#### **Modules:**

- Purchase
- Inventory
- Finance
- Sales

## Business Solution

The client evaluated a number of ERP systems specialized for the manufacturing industry and zeroed in on the use of the INFOR product. In order to implement the product across multiple locations, the client engaged with experienced INFOR partner Godrej Infotech Limited (GITL). Consultants from GITL did a detailed system study to understand the unique issues faced by the client and accordingly proposed a customized solution with the following highlights:

- Web based supplier solution for accurate data collection regarding status of deliveries
- Web based CRM solution to manage customers/ suppliers
- Object data management (ODM) functions for electronic issue and storage of documents such as drawings and material test certificates
- Offline interface with Windchill PLM solution
- Employee, raw materials and package bar codes for speedy and accurate data capturing
- Heat number tracking of components by scanning through hand held devices
- System generated test certificates based on component and item identification

The solution offered by GITL was executed using an onsite/ offsite model which resulted in a low total cost of ownership.

### Challenges

The non-integrated and semi automated legacy systems that were part of the original infrastructure landscape had to be studied and de-commissioned in a phased manner. The team of consultants had to ensure that the functionalities were appropriately available in the new system in optimized form. Training of users and preparation of in-depth system documentation had to be carried out so as to ensure easy adoption of the new system.

### Benefits

The integrated system implementation of INFOR LN brought in significant improvements in the client's operations such as:

- Improved online and accurate status reporting of customer orders
- Automatic shipping and packing list preparation
- Reduced document processing and retrieval time
- Reduction in Physical Storage
- Reduced follow up with suppliers/ vendors
- Reduction in PLM License Costs

## Contact Us



## India

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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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