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ENGAGEMENT CASE STUDY

Customer Background

Customer is the number one furniture, home appliances and digital products retailer in Mauritius. Their history goes back to having opened their first store in Bell Village in 1985 more than three decades earlier. Across Mauritius and Rodrigues, an island 350 miles from Mauritius, they run 22 offices today. It is renowned for its smallest price offering, easy credit and outstanding customer service. Currently, the firm classifies its goods into categories of electrical, furnishings, IT & phones, and warranty.

Business Case

The client was in the need of an integrated solution for the Retail POS, Back Office, Warehouse & Credit Application functions. The requirements of the customer were as detailed below:

- Retail POS, which gives a single window-shopping experience with integrated product selection, warranty sales/service contracts, credit application approval & cash operations
- Advanced warehouse operations with enablement of barcode scanning and mobile device
- Automated weekly & monthly Financial Management Reporting

Large Retailer in Mauritius Successfully Implements MS NAV 2017 & LS Retail

Highlights

Industry: Retail

Project Location: Mauritius

Engagement Since: 2017

Solution Snapshot:

- Seamless Integration with the Third party Credit Provider on Credit application approval

- Sales commission management using product based commission calculations

- Notification to the customers from the order booking till delivery and post delivery services

- Streamlined in-house credit finance process
- Revenue leakages control & loss prevention methods by introducing system control on discounts & product delivery
- Optimized warehouse delivery based on delivery schedules & routing
- Centralised mode of communication and data access across departments
- Ease accessibility of data for the customer service desk against the delivery query, service complaints & repair status

Business Solution

Keeping the customer's business requirements in mind, GITL implemented NAV 2017 & LS Retail 10.0 for the Retail POS, Mobile Inventory & LS Loyalty Management functions. Other highlights of the solution are:

- Sale of product warranty & integration with service contract
- CLI integration for enabling the service desk with the customer overview
- Advanced warehouse management with barcode & handheld device enabled product receipt and shipment
- Customer portal - tracking of order by the customer using the delivery tracking portal

Challenges

The challenges faced by the GITL team during this implementation were:

- Complex Business Scenarios
- Aggressive Timelines

Benefits

- Better customer experience with end-to-end visibility of orders from booking to delivery
- Better responsiveness at the customer service desk
- Discount matrix based on operational hierarchy
- Physical count & cycle count performed in the stores using the LS Omni Mobile Application

Contact us

India

Head office

Godrej Infotech Ltd.
Plant 10, Pirojshanagar,
Vikhroli (West),
Mumbai- 400 079, India.
Tel. : +91-22-67964005 / 4086 / 4087
Fax : +91-22-25181728

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.

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