

Case Study

Customer Background

The client is one of Saudi Arabia's largest family owned business empires with operations spreading into several cities of the Kingdom. The group's success has largely been due to its ability to establish long standing alliances, joint ventures, dealerships and license arrangements with leading worldwide organizations. The client has multiple lines of business for distribution of Bridgestone tires, batteries, luxury perfumes, designer brands, watches and leather goods. They also cater to real estate development and maintenance, including construction of commercial buildings such as malls and office facilities.

Business Case

The client's companies are organized as separate business divisions for ease of operations and management. Handling such a huge volume of diverse business processes, each with a unique challenge to resolve, was impacting the operational efficiency of the organization. The current ERP system had the following issues that needed urgent fixing in order to avoid further financial and operational ramifications.

- Time consuming manual warehouse transfers
- Unorganized customer codes
- Lack of purchase requisition approval processes
- Inefficient invoice handling for incoming supplies
- Tedious warranty calculations
- Inconsistent product costing
- Unconsolidated financial reports



Wholesale Distribution Made Easy with Infor LN for Saudi Arabia's Largest Trading Organization

Highlights

Industry: Trading and Distribution
Employees: 500+
Project Location: Kingdom of Saudi Arabia
Engagement Since: 2011

Solution Snapshot:

- Automated Warehouse Activities
- International Shipments
- Reconciliation of Intermediate Accounts
- Standardized Costing
- Business Intelligence

Environment:

- Operating system - Windows 2012 R2
- Database - SQL Server 2008 R2

Modules:

- Fixed Assets
- Warehouse
- Purchase
- Finance
- Projects
- Service
- Sales

Business Solution

The client decided to change its current IT system and move to a customized version of the INFOR LN ERP product. Godrej Infotech Limited (GITL) was selected as the implementation partner due to its impeccable track record of successfully handling complex ERP implementations. Consultants from GITL worked onsite at the customer location to understand business requirements and design the best fit solution. The solution provides the following features:

- **Advance Shipment Notice (ASN):** This feature creates a standard way of tracking actual versus expected shipped quantities. Prior delivery intimation helps the supply chain department to maintain inventory at optimum levels.
- **Improved Purchase Process:** Excess spending is controlled by introducing the authorized purchase requisition process.
- **Warranty Accounting:** Warranty process is streamlined by automatic creation of Debit and Credit Note for posting into pre-configured expense and liability accounts.
- **Customer, Supplier and Item Dashboards:** The CRM dashboard displays key data points such as credit limit, available credit, order balance and invoice balance for respective customers. Similarly, Supplier and Inventory dashboards publish correlated analytic data into a single consolidated view.
- **Easier Warehouse Transfers:** Creation of standard system processes for initiating warehouse transfers leads to faster logistic throughput.
- **Easier Document Management:** Object data management (ODM) technology allows for attaching documents to different artifacts that are created during the business processes.
- **Landed Cost Calculator:** Product costing across warehouses is standardized by accounting for global shipment regulations based on item classification, source and destination country.

Challenges

- The group company had a number of diverse business units, due to which a larger team with specific functional skill sets was needed. In addition to Logistics, GITL consultants with Project and Services expertise were involved in this project.
- The project involved complex integration with other add-on products such as Infor ION, Infor EAM and Microsoft Project.

Benefits

The client experienced increased operational efficiencies in different areas such as:

- **Inventory Tracking and Control:** Transparency of stock movement across warehouses, better invoice management of incoming supplies and advanced recording of shipment details lead to a well streamlined and efficient inventory system.
- **End User Experience:** Features such as intuitive customer coding, visual representation of items and partners and auto import export of data leads to ease of operations for end users.
- **Workforce Productivity:** Automatic conversion of purchase requisition to purchase orders saves considerable amount of data entry time and effort.

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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