

# ENGAGEMENT CASE STUDY

## Customer Background

The company has grown to become the market leader in industrial vehicles (commercial vehicles and industrial machinery) in Singapore since its establishment in the 1980s. It is the exclusive distributor in Singapore of Mitsubishi Fuso Trucks & Buses, Iveco Commercial Vehicles, Fiat Professional Commercial Vans, Sunlong Coaches & Buses, Airman Compressors & Kato Hydraulic Mobile Cranes. Having recently expanded to a pre-owned division, it also offers 24\*7 after-sales support in service & spares.

## Business Case

The client was in need of a single solution to take care of multi-geography, multi-company, multi-language & centralized data management. Other significant requirements were:

- Automated Reports: They used excel to manually prepare management reporting
- Accurate Inventory Count: They used paper copy to do MIS of material transfer between different warehouses
- Business Intelligence: They collect data from a variety of different sources, making it difficult and time consuming to derive actionable insights from the data

## Highlights

**Industry:** Distribution

**Project Location:** Singapore

**Engagement Since:** 2017

### Solution Snapshot:

- Cost effectiveness
- Easy-to-use user interface (UI)
- Use of Microsoft recommended technology framework
- Integration with Maximo & HRIQ
- Easy & precise inventory monitoring



**Leading Commercial Vehicle  
Distributor in Singapore  
Implements Microsoft  
Dynamics AX**

## Business Solution

Factors for selecting GITL for this implementation were:

- Specific competencies and capabilities – technical and domain skills
- Company credentials – stability & track record
- Cost effectiveness
- Ability to integrate all business processes
- Focus on a standardized, easy-to-use user interface (UI) across products

The company was focused on improving user productivity. Implementation of Microsoft Dynamic AX allowed them to:

- Automate or standardize repeatable manual processes, & enabled users to redirect the time saved to high-value tasks
- All transactions and inventory tracking are easy and accurate because of new system
- Access to real-time reports that enabled quick & easy decision making

Modules implemented are General Ledger, Accounts Payable & Receivable, Budgeting & Fixed Assets, Cash & Bank Management, Sales & Marketing, Procurement & Sourcing, and Inventory & Warehouse Management.

## Challenges

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

- Change management
- User involvement in the original stage was much lower

## Benefits

- Anytime, anywhere access through RDP (remote desktop protocol)
- Considerable reduction in duplicity of work
- Implementation of the system helped in increasing inter-departmental synergy
- Users started paperless work because of new system
- Through access control users are limited to their area only while accessing the system which is very important from security point of view

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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