

ENGAGEMENT CASE STUDY

Leading Adhesive Manufacturer & Supplier Appoints GITL for Application Managed Services in .NET, SharePoint and PHP



CUSTOMER BACKGROUND

The Customer is a consumer-centric company with a diverse portfolio of art and craft materials, sealants, adhesives, polymers, and chemicals. They started way back in 1959 with one factory that manufactured one product. Today, they have a vast network which distributes their products across multiple geographies and demographics. They are also a socially responsible company with many initiatives in the rural development, education and healthcare sectors. A financially strong and completely debt-free company, they have successfully established themselves as market leaders in the adhesive industry with a focus on ease-of-use and value-for-money products.

THE BUSINESS CASE

The IT ecosystem for this organization consisted of multiple applications spread across multiple technologies. There were 130+ applications in .NET, .SharePoint and PHP along with multiple ERP integrations. Managing 3-4 vendors was becoming a challenge which led to the Customer selecting a single vendor for handling the support of all their applications.

Headquartered in Mumbai, Godrej Infotech Ltd (GITL), was one of the vendors that was handling the support activities of the Customer. A good track record, the Godrej brand name, skilled resources across technologies, and multiple quality accreditations from CMM, ISO and EFQM led to the selection for a 3 year AMC contract. The requirement from the Customer was for SLA based support applications across functional areas of Sales, Finance and Operations so that the open tickets for each module could be minimized. GITL provides similar services for its parent company – Godrej & Boyce Mfg. Co., which were demonstrated to the Customer during the evaluation process.

HIGHLIGHTS

Industry : Manufacturing

Project Location : India

Engagement Since : 2018

Solution Snapshot :

- Multi-branch Operation
- 1000+ Users
- Support for 130+ Applications
- 25% Applications Integrated with ERP

CHALLENGES

GITL's expertise in managing AMC projects has led to the successful completion of 2 year of this engagement. Our team provides functional and technical support in .NET, SharePoint, PHP and Dev Ops. We have also developed a .NET based ticket handling system which is used to monitor SLA completion within the given timelines. There is a weekly review meeting between the IT Manager & Functional Managers from the Customer team and the GITL Delivery Head for discussions on the Development methodology and any upcoming change requests. We also publish a resource utilization chart with number of tickets resolved each week.

Other highlights of the services provided are:

- Study and simplification of application processes for ease of use
- Bifurcation of all applications as per divisions and criticality to business
- Conduct end user training to reduce usability bugs in the application
- A separate development, UAT and live server is regularly maintained

BENEFITS

The Customer organization is happy that the IT applications are now well managed and they have a single point of contact to discuss their requirements with. Cost is well managed and they are easily able to budget for their annual spend on software development & support.

Other significant benefits:

- 25% reduction in the volume of open tickets
- The quality of the system has increased significantly
- End-users are satisfied with the support provided

India

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ABOUT GODREJ INFOTECH

Godrej Infotech Limited, part of the \$4.1 Bn. Godrej group is one of the leading IT service providers specializing in End-to-End IT solutions & services. Strategic partnership with industry leaders like Microsoft, Infor, LS Retail, & 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 - Business Consulting, ERP Implementation & Support, App Development, Integration, Digital transformation, Analytical services, Mobile App Development, Infrastructure Management, & e-Commerce. We have domain & technology expertise in the manufacturing, retail, trading, distribution, logistics, hospitality, project, & service industries. An ISO 9001:2015 certified company, GITL is headquartered in Mumbai, India with presence in Middle East, APAC, Europe, US & customer footprints extending across multiple geographies.

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