

ENGAGEMENT CASE STUDY

US based Manufacturer of
High Performance Coatings
Selects GITL for Infor LN
Dedicated Support Services

CUSTOMER BACKGROUND

Headquartered in Medina, Ohio, the Customer manufactures and markets high-performance coatings, sealants, construction products, consumer and specialty chemicals. With a wide range of products sold across 170 countries and territories, it employs more than 15,000 people worldwide and operates 156 manufacturing facilities across 26 countries.

THE BUSINESS CASE

The Customer was looking for an experienced Infor LN services partner to provide efficient and timely support on all technical aspects of Infor LN. Godrej Infotech Ltd. (GITL) showcased its prior work and excellent references which led it in getting selected to provide services on Infor LN, ION and OS technical development and support activities.



HIGHLIGHTS

Industry : Manufacturing

Project Location : United States of America

Engagement Since : 2018

Solution Snapshot :

- Multi-timezone support for Infor LN, ION and OS applications
- Data migration from various older versions of LN to Infor LN 10.7
- Integration with third party applications using Infor OS
- Workflow configuration & deployment using Infor OS

BUSINESS SOLUTION

GITL has been successfully providing services to this Customer for more than 2 years now. Initially the team started with providing support activities, but gradually it has expanded to other areas such as development, integration and rollouts. The technical consultants have been involved in the following activities:

- Developments & customizations in Infor LN
- Workflow development in ION
- Integrations between Infor LN and other applications
- Infor OS training

BENEFITS

- The support is provided from offshore during US and Non-US hours, which results in significant cost savings for the Customer.
- Customer is happy with the skill level of the resources which has resulted in high quality of deliverables

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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