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Case Study

Customer Background

The client has multiple lines of business such as projects and supplies, machinery, enviro-systems, dynamic technology, and watches. They provide system integration, training, installation and after sales services to industrial, residential, governmental, health, and educational facilities. The organization has a portfolio of security solutions that includes CCTV systems, fire alarms, public address, access control solutions, intrusion alarms, and people counting systems. Since its inception, the organization has built a reputation of providing quality products with unparalleled service to its customers.

Business Case

The organization was facing numerous issues due to non-integrated multiple systems. The pain areas were in project tracking, inventory management, process standardization, tracking of quotation status, manual and excel based reporting. Additionally, payroll processing was a cumbersome activity, especially considering the complex compliance regulations to be followed in the Kingdom of Saudi Arabia. Hence, the requirement for an integrated enterprise wide solution.

KSA's Leading Security, Safety and Control Solutions Provider Goes Live with Microsoft Dynamics AX and Saudi Payroll Add-On

Highlights

Industry: Projects
Project Location: Kingdom of Saudi Arabia
Engagement Since: 2016

Solution Snapshot:
- Complete sales quotation process with approvals
- Project accounting and tracking
- MIS and operational reports
- Rollout across 2 offices and multiple warehouses
- Single instance for 5 legal entities
- 21 Dynamics AX Users

Modules:
- Finance & Budgeting
- Accounts Receivable
- Accounts Payable
- Procurement & Sourcing
- Sales & Marketing
- Project Management & Accounting
- Inventory & Warehouse Management
- AX Payroll Add-on solution

Business Solution

Godrej Infotech Limited was selected as the technology partner for this engagement, having carved a niche in the field of providing software consulting and IT solutions using Microsoft Dynamics AX ERP. The solution provided by GITL covers:

- Integrated single software solution to replace multiple manual systems.
- Project Accounting and Tracking.
- KSA AX Payroll add-on solution to address Payroll requirements.
- Standardization of processes.
- Quotation tracking.
- Financial reporting.

Challenges

The main challenge faced during this implementation was in the area of process standardization. It was mandatory that each department and function in the organization followed a common execution process, so that significant benefits from the enterprise system could be realized. Once the process and its system implementation were standardized, employee productivity increased greatly with users performing their roles in a disciplined and consistent manner.

Benefits

The organization has witnessed tremendous benefits post this Microsoft Dynamics AX 2012 implementation. Some of the highlights are:

- Consistent system usage across locations.
- Quicker response to customer enquiries.
- Workflow approval services with multiple levels of approval per document in the areas of general ledger accounting, financial reporting and procurement.
- Improved business efficiency.
- Significant increase in employee productivity.

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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