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ENGAGEMENT CASE STUDY

Customer Background

Client is the fifth largest dairy company in the world. It is a co-operative owned by more than 12,500 dairy farmers. It combines traditional craftsmanship and world-class technologies to ensure its products remain closer to nature, from farm to fridge. The subsidiary company in the Middle East is a wholly owned subsidiary and has been in the region for over 60 years.

Business Case

Client was earlier working on Microsoft Dynamics Navision.Some of the issues with the previous system were:
- The numerous legacy IT systems had functional limitations
- Accuracy of data was inconsistent due to huge volumesacross multiple different applications
- Complex production routing operations including Cleaning In Process (CIP) and Incubation Time

The requirements from the client for the new system were:
- Simple user friendly application with performance, security, scalability & upgradability
- Integrated functions for finance, supply chain, production operations & planning management
- Vendor calendar based long term purchase planning for longer lead time products
- Management of single logistics operations for 2 legal entities
- Integration with Infor WMS systems and retail sales application (dMAS)

Challenges

This has been the first implementation of Microsoft Dynamics 365 from GITL. The team faced lot of challenges to install this version at the customer site, which were successfully resolved by collaborating with the Microsoft product team.

Subsidiary of Leading Global Dairy Product Manufacturing Company Successfully Implements Microsoft Dynamics 365 for Finance & Operations On-Premise

Highlights

Industry: Process Manufacturing (Food & Beverages)

Project Location: Kingdom of Saudi Arabia

Engagement Since: 2017

Solution Snapshot:

- Visibility and control of inventory across geographies

- Cash-flow forecasting and currency requirement calculations

- Complimentary tools including the Management Reporter, Workspaces, Dashboards and SSRS reporting

- 40 integration points with Infor WMS &10 with custom built d-MAS sales application

- ZAP BI reporting tool

Business Solution

Keeping the client's needs in mind, Dynamics 365 Finance and Operations (on premise version) was offered so as to utilize the latest available technology and features.

Highlights of the system are:

- Ability to leverage industry best practices and vertical-market processes through the Business Process Library (BPL)
- Seamless MS Office integration often with just one click
- Role-based configuration allows filter based dashboard creation for specific user functions, tasks lists, reports, workflows, open transactions and KPI numbers
- Financial Management
  - o Financial reporting for 2 legal entities along with VAT reporting
  - o Streamlined Fixed Asset Management (full life cycle from acquisition, depreciation to disposition)
  - o Provision Entries: Users are able to make month end provisions & auto reversal of those provisions in next month
- Supply Chain Management
  - o Improved supply chain management operational procedures with Lot Tracking, Shelf Life, & Expiration Dates
  - o Product hierarchy helps to generate different reports at various levels as compared to earlier excel based reports
  - o Seamless integration with Infor WMS and Retail sales application
- Production Operations & Planning Management
  - o Real-time insight into production with Gantt Chart Resource visibility and flexible scheduling options for optimum usage and planning
  - o Tracking and capturing of wastage and scrap and accounting for it properly

Benefits

- Best practice business processes that are enforced and enabled with improved Internal Control, Accuracy and Productivity through the Browser based Microsoft Dynamics D365 application
- A stable, consolidated and integrated system throughout the entire value chain of the business
- Master Data Management and Business Intelligence features have resulted in elimination of manual data entry into multiple systems and excel spreadsheets
- Flexible updates and deployment with robust and controlled approach through Lifecycle Services (LCS) helps in reducing TCO and delivers higher ROI

Contact us

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.