

Case study

About the client

An ISO 9001:2008 certified organization, the client specializes in the sales, distribution, engineering, manufacturing and transformation of industrial disc couplings for rotating equipment. Headquartered in Belgium, the company operates state-of-the-art manufacturing plants across the globe. Committed to providing only the best in quality, the products are known for their "high expertise" factor, due to the organization's well established R&D, Engineering and Manufacturing Divisions.

Business case

The objective of this project was to bring in transparency, accountability and speed in the company's business operations. The requirement was to create a robust and healthy system that could be implemented consistently across the globe. Through this initiative, the client's goal was to bring in more visibility across the organization along with consolidated financial reporting. Furthermore, an integrated CRM and ERP system was a crucial need of the hour for the client to streamline their customer service activities.

A close-up photograph of several interlocking industrial gears, rendered in a monochromatic green color. The gears are arranged in a row, with the focus on the central one, creating a sense of depth and mechanical complexity.

Western Europe's Leading
Manufacturer of Couplings and
Drives Successfully
Implements Infor LN FP7

Highlights

Industry: Discrete Manufacturing

Location: Belgium

Engagement Since: May 2011

Solution Snapshot:

- Implementation of Infor LN FP7 solution across all plants globally.
- Implementation in India Unit with compliance to India Localization.
- Integration of Infor LN with MS CRM ICB.

Business Solution

An RFP was created which listed down the objectives that the client aimed to achieve through the new system. The RFP also required organizations to successfully showcase a proof of concept with special expertise in European & India Localization. Godrej Infotech Limited (GITL) was selected as the preferred implementation partner, in spite of tough competition from other tier1 service providers and product vendors. The key differentiators for GITL were:

- Proven delivery model and support procedures
- Cost effectiveness of the solution
- Geographical presence
- Excellent presales demo and product positioning
- Implementation timeline as per customer requirements
- Credentials of the project team

Highlights of the solution provided by GITL are as follows:

- Interface between MS CRM ICB and Infor LN FP7 for the CRM/ Sales module.
- Manufacturing Process Automation.
- Effective mapping of after sales service processes.
- Workflows supporting notifications, alerts and escalations procedures.
- Product configuration for easy data entry in manufacturing and logistics modules.
- Individual as well as consolidated financial statements.

Benefits

- Integrated system across manufacturing plants and branches located in Europe, India and China.
- Compliance with SEPA standards and localization for different EU nations.
- Compliance with Indian localization requirements.
- System generated trail balance and profit/ loss statements.
- Effective customer relationships with integrated CRM and Infor LN modules.
- Thorough AMC support for business processes.

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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