

Teamwork

Positive Attitude

Action

Knowledge



Success Story >>

OUR CUSTOMER RATED US AS 'EXCELLENT'
FOR OUR DILIGENT SUPPORT !!!!

WALK THE EXTRA MILE



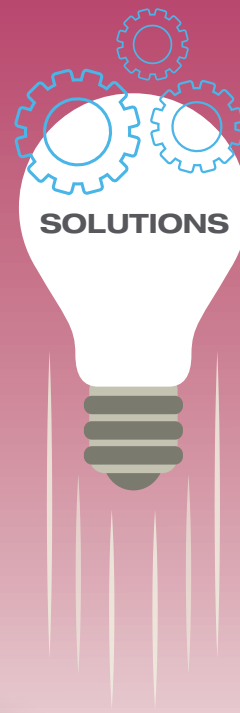
Major Non Profit Association of Indian Businesses

The client is a not-for-profit, industry-led and industry-managed organization which also serves as a liaison between the government and industry. It has 7100 direct member organizations, including SMEs and MNCs from public and private sectors. The indirect membership count is at a record breaking 100,000. The organization has 64 offices, and over 20 diverse divisions and councils for providing services to the business community. The 7 overseas offices help manage the organization's tie ups with 312 institutional partners from 106 countries. The areas of expertise are Energy Management, Technology Services, Green Services, Total Quality Management, Trade Fairs, Manufacturing Innovation and Sustainable Growth.



The Client is very Happy on the MD-AX support services provided and is appreciative of:

1. Faster turnaround time on Support activities
2. Quick resolution of issues
3. Higher user satisfaction



THE HIGHLY CRITICAL YEAR - END PROCESS

THE ISSUE:

The all important year-end process was successfully run for 8 of the 12 Legal entities in the live environment, after which an abrupt system error stopped the process for the remaining legal entities. To make things worse, the issue was discovered on a holiday leading to many of the team members waking up to a call of duty on what was supposed to be a relaxed and fun day.

THE RESOLUTION:

The issue was escalated to the right people at the right time from our support teams. The customer counterparts were equally responsive and were in sync with the GITL team with regards to providing the necessary approvals for system restarts etc. Our OTG team came to the rescue and after a network broadcast message, the application server, SQL server and RDP servers were restarted which successfully resolved the problem.





USER FRIENDLY VENDOR-CUSTOMER MASTER APPROVAL PROCESS

THE ISSUE:

An automated e-mail was sent out when new vendors or customers were added in the ERP System. The e-mail was cryptic and did not give any details of the new records which led to delays in approvals from the concerned authorities.

THE RESOLUTION:

In order to make the approval process more user friendly, a customization was developed which included the following fields in the e-mail.

1. S. No.
2. Name
3. Vendor/ Customer Group
4. Request from
5. Requestor Entity

The enhancement was first tested in the development environment and after successful UAT, it was moved to the live environment. This was a long pending requirement of the client and was implemented successfully by our support team.

ACCURATE INVOICE AND RECEIPT POSTING PROCESS

THE ISSUE:

A 'critical stop error' was received on the free text invoice and receipt voucher posting due to which the posting of certain transactions did not complete successfully.

THE RESOLUTION:

The functional team was quick to respond to this request and successfully determined the root cause of the error. Based on the screen shots provided by the client, the issue was resolved by doing setup changes. After applying the fix, the scenario was re-tested and following a system restart the client was able to post their transactions successfully.



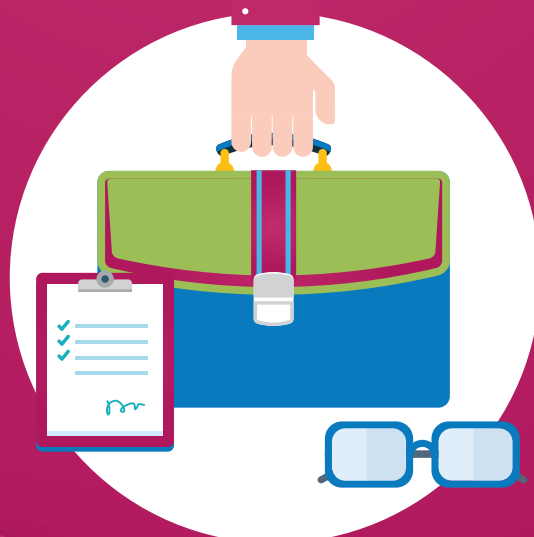
MEETING THE CUSTOMER'S DETAILED REPORTING NEEDS

THE ISSUE:

The standard reports provided the ERP system did not include all the relevant details needed for quick decision making and optimal operational efficiency. In particular, the 'Customer Open Transactions Report' in the 'Accounts Receivable' module needed to be customized for adding the 'Event Code' field.

THE RESOLUTION:

The support team was quick to understand the requirement of the super user and successfully customize the report by putting in the extra field as required by the client and made it easily exportable in CSV/excel format. The fix was made available on the Staging/Testing environment and after user acceptance sign-off from the client it was immediately deployed to the live environment. This was really appreciated by the client as this helped the users fulfil their high level MIS reporting which was a time consuming activity earlier.



When asked on what is the most important reason that influences his decision to work with GITL, Financial Controller for the Customer Organization cites 'Personalized Services' as the key differentiating factor.

His feedback for GITL's Finance Consultant is as follows -

Technical Knowledge	8
Problem Solving Skill	8
Meeting Commitments Given	8
Professional Conduct	8
Willingness to Help	9
Team Player	8
Communication Skill	8
Product Knowledge	7
Receipt of Services on Time	8
Adherence to Schedules	8
Overall Satisfaction Factor	8



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