

Teamwork

Positive Attitude

Action

Knowledge



Success Story >>

STAYING POSITIVE AND BREAKING
PREJUDICE IN UNKNOWN TERRITORY

WALK THE EXTRA MILE



NIGERIA'S REPUTED CONSUMER PRODUCT ORGANIZATION

The client is an overseas unit of a leading global consumer products organization which is engaged in manufacturing of cosmetic and beauty products such as soaps, moisturizing lotions, creams and home insecticides. The company is the fastest growing group company and has earned a good reputation and brand value all across Nigeria.



GITL bagged the order for implementing Dynamics Ax 2012 in the company with Finance, T&L, Production, Planning and related modules. The project timeline was fixed to Go-Live in 71 days and management decided to deploy three Functional and one Technical Consultant for this project.



A WELL-ILLUSTRATED EXAMPLE OF
TEAMWORK, POSITIVE ATTITUDE
AND SINCERE EFFORTS
TOWARDS RESPECTING CUSTOMER
OBJECTIVES.

"The main challenge in the team was not the project but to accommodate in the African environment that too in Nigeria. The country has a very bad image in terms of human safety, bad medical aids, financial frauds and terrorism. It is very common that people go to that country with preset mind filled with these prejudices."

Production Consultant,
Godrej Infotech Limited.

The greatest obstacle to
progress is prejudice

-Bavee



TEAM WORK MAKES THE DREAM WORK



The project started on a negative note as on the very first day one of the team members fell ill and had to be admitted to the hospital the next day.

The client's management was also very much concerned about the situation and suggested to shift the consultant if he does not recuperate. The team was in low

spirits because of this and about the affected project progress. In consultation with our senior management we decided that we will continue without replacing the team member as it will cause to extend the timelines.

Two team members took the challenge and divided the extra responsibility amongst them to complete the requirement gathering stage. Extra sessions were taken and we even requested the client stakeholders to come on weekends for discussions.

The client was very keen to stick to the project timelines and the GITL team and management was committed to honor that. During this time proper care was

taken to continuously provide updates about the progress reports amongst the partners.

A new team member was introduced as the T&L Consultant in the second phase of the project and the appropriate knowledge transfer was done. To regain the complete confidence of the client's senior management, few sessions for discussions and project document review meetings were arranged and true physical progress of the project phase was shown.

The team worked collectively and selflessly to compensate the loss and as the Go-Live dates were fast approaching the pressure was immense. Major development works were pending and were very critical for Go-Live of the project. GITL management provided us the required and most needed motivation plus supplied us the extra technical resources from time to time to gradually cover the lapses occurred at the initial phase.

It was the Godrej mission and values which taught us the beauty of synergy for creating customer values and setting an example for others. The project went Go-Live on 1st September 2015 as per our original project schedule. We feel proud to say that the entire client management was overwhelmed and greatly appreciated all the team members and honored us in the presence of the Managing Director, Vice President and others.

We would like to express our gratitude for making us a part of this wonderful family. Working with you has been a reward indeed. We are very proud to work with you.





Thanks to all of you who have put lot of efforts to make this successful within time lines.

Also thanks to the technical team who worked off site to deliver and complete hands on Developments.

This is a great satisfaction and achievement and must to say each one has contributed a lot.

We will miss you always on your presence and will keep in touch all times.

Thank You.

Client Project Manager and ERP Head,
West Africa.

It was a great learning experience that we had during the past few months.

Due to your expert guidance, we were able to understand and use Dynamics now without much difficulty. Thanks for the same.

Also would like to thank you all for the patience that you had to come and teach us and clear our **doubts without looking at the watch** during the period.

Over and above the work, we will miss your presence at the guest house, especially the way you mingled and adjusted with us. It was really a great time.

A BIG THANK YOU ONCE AGAIN AND WISH YOU ALL THE BEST FOR THE FUTURE ASSIGNMENTS.

Client Factory Manager and Production Head.

It was nice to have interaction with you all during the project. The grand success of project shows your excellent command not only over the technical side but making the environment more easy at times when we as user were facing difficulty, which ultimately enable us to learn and understand the ERP smoothly.

To be concise, we together could accomplish the project with your expertise, dedication, tremendous commitment and strong support extended to all of us during the course of ERP implementation.

Once again thanks a ton and wish you all the very best for your upcoming projects.

Client Production Manager



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