

Case study

About the client

The client is a firm believer in the use of technology for improving efficiency and profitability. With more than 30+ years in the Telecom, Banking and Cash Services industry, they have been pioneers in providing solutions and services to some of the biggest names in Saudi Arabia's public and private sector. An ISO 9001:2008 certified company; it consistently ranks in the top 50 list of fastest growing companies in KSA. The company dominates the banking market with its total ATM outsourcing management solutions. It is one of the first to introduce the open-branch concept with the intelligent use of teller cash-recycler technology.

Business case

The client was using Microsoft Dynamics NAV 2009 solution for its back office operations. Unfortunately, the implementation was not up to the mark, and hence not being used efficiently by the end users. Sales, Service, Inventory and Finance data were being stored at multiple places, leading to insufficient information for management reporting. With phenomenal growth in the services sector and the growing demands of consumers, the company was in need of an integrated services module to streamline its 24*7*365 operations.

After careful evaluation, Godrej Infotech Limited (GITL) was selected as the partner of choice, based on their in-depth ERP expertise in the Service Industry.



Leading Banking and Telecom Services Organization in KSA Increases Service Efficiency by 50% with MD NAV

Highlights

Industry: Service

Location: Kingdom of Saudi Arabia

Employees: 500

Engagement Since: 2011

Solution Snapshot:

- Simplified on Field Service
- Remote Management of 19 Service Centers
- Up to Date Inventory Levels
- Real Time MIS Reports
- AMC Support

Environment:

- Operating System - Windows Server 2012
- Database - SQL Server 2013

Modules:

- Service
- Inventory
- Sales
- Finance
- Purchase

Business solution

The client was looking for a suitable partner for managing their MD NAV system. GITL's consultants conducted a due diligence to identify gaps in the current implementation. Based on the findings, the best solution recommended was a re-implementation of the MD NAV enterprise solution. The focus of the re-implementation was the services module for providing maximum benefit to customer service activities. The features of the new system are:

- Field Service Personnel can access customer history and service needs leading to faster issue resolution.
- Feedback can be posted from site locations keeping all stakeholders in sync with the details of the case.
- Key information can be recorded for measuring SLA's.
- Service module can automatically inspect and update inventory levels when service requests require equipment or component replacements.
- Contract information and related documentation can be stored online.

Challenges

The main challenge for this engagement was related to the adoption of the system. End users were familiar with the earlier way of working and were hesitant to using the new integrated system. The issue was successfully resolved with the commitment of GITL consultants and client stakeholders. Training sessions and demos were conducted to bring all the users at par with the new system. After a period of thorough user acceptance testing, the system was resourcefully rolled out across the network of service centers and corporate offices.

Benefits

The re-implemented NAV 2009 system led to the following benefits for the client:

- 20% improvement in SLA's
- 20% reduction in paperwork and physical storage
- Easier contract negotiation and renewals
- Organized storage and retrieval of documents
- Improved field operations
- Reduced ticket closure time

Contact us



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About Godrej Infotech Ltd.

Godrej Infotech Limited, part of the \$7 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. 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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