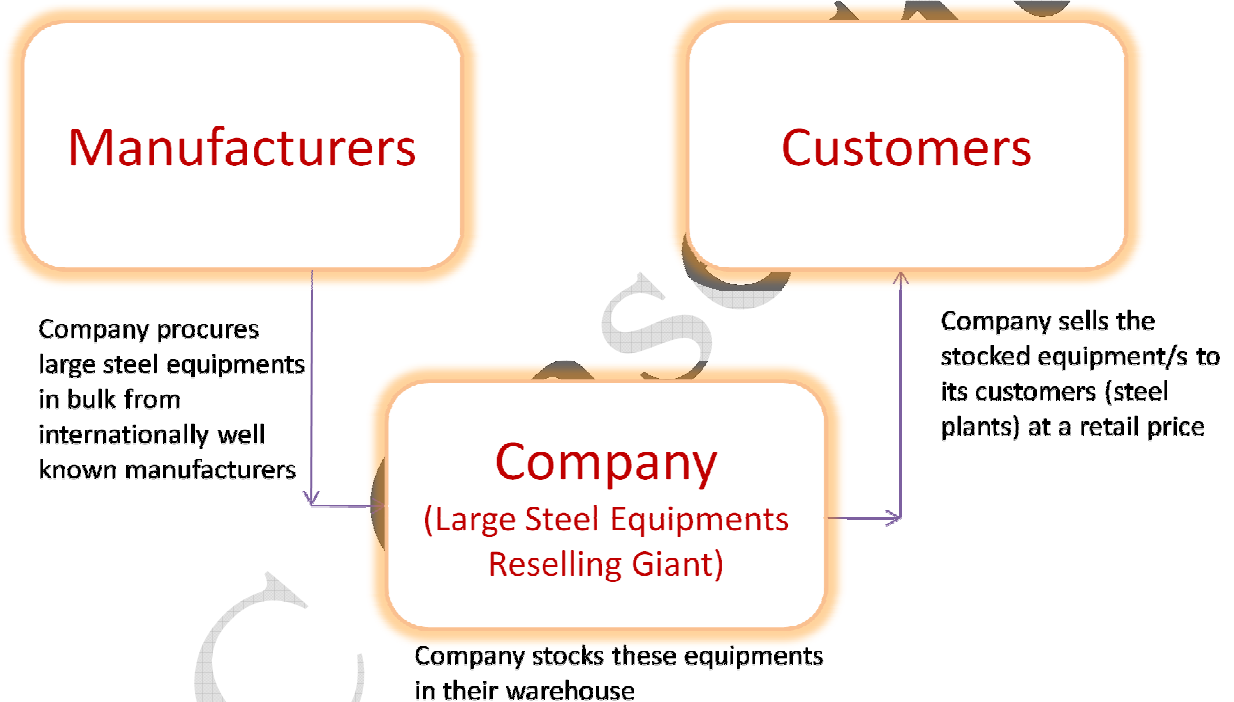


ISAC CASE STUDY

APPLICATION PORTFOLIO DESIGN, DEVELOPMENT AND IMPLEMENTATION FOR A 'LARGE MANUFACTURING EQUIPMENTS RESELLING GIANT'...

ISAC defines and delivers technology enabled business solutions to companies in various industry domains like Retail, Real Estate & Construction, Manufacturing, Healthcare among others. Following is a case study that earned ISAC the name of being a trusted, reliable and affordable technology partner by providing services in application portfolio design, development and implementation; customized for players in the international arena.

Scenario: The Company is a well known reseller of large steel equipment in the international arena. The reselling giant procures large steel equipments from internationally known manufacturers so as to sell it to a number of steel plants in specific geographies. A 60 member company with close to 100 Million USD turnover per year, the company is looking forward to increasing productivity by bringing in IT solutions to achieve accuracy, efficiency and smart working.



ISAC CASE STUDY

APPLICATION PORTFOLIO DESIGN, DEVELOPMENT AND IMPLEMENTATION FOR A 'LARGE MANUFACTURING EQUIPMENTS RESELLING GIANT'...

Company Requirement:

- Understand the business and its environment
- Studying and understanding the current scenario and suggesting methods to increase productivity
- To correctly identify the pain areas and provide solutions to solve them
- Improve relationship with existing customers
- Provide solutions to efficiently track the entire process from order to delivery of the equipments

ISAC studied the scenario and summarized:

- The company has contracts with international players. The contracts are manual
- The company procures equipments from manufacturers and stores it in their warehouse
- The procurement and storage is manually driven and keeping check on the inventory in the warehouse is difficult
- Procurement from manufacturers is only a reactive process, it is done only after the company receives orders from customers
- The company took close to three months from the date of order to deliver the equipments
- The delay in delivery is due to inefficient methods of database management, tracking and manually driven process
- The company used tools such as MS office to maintain records

iSolution:

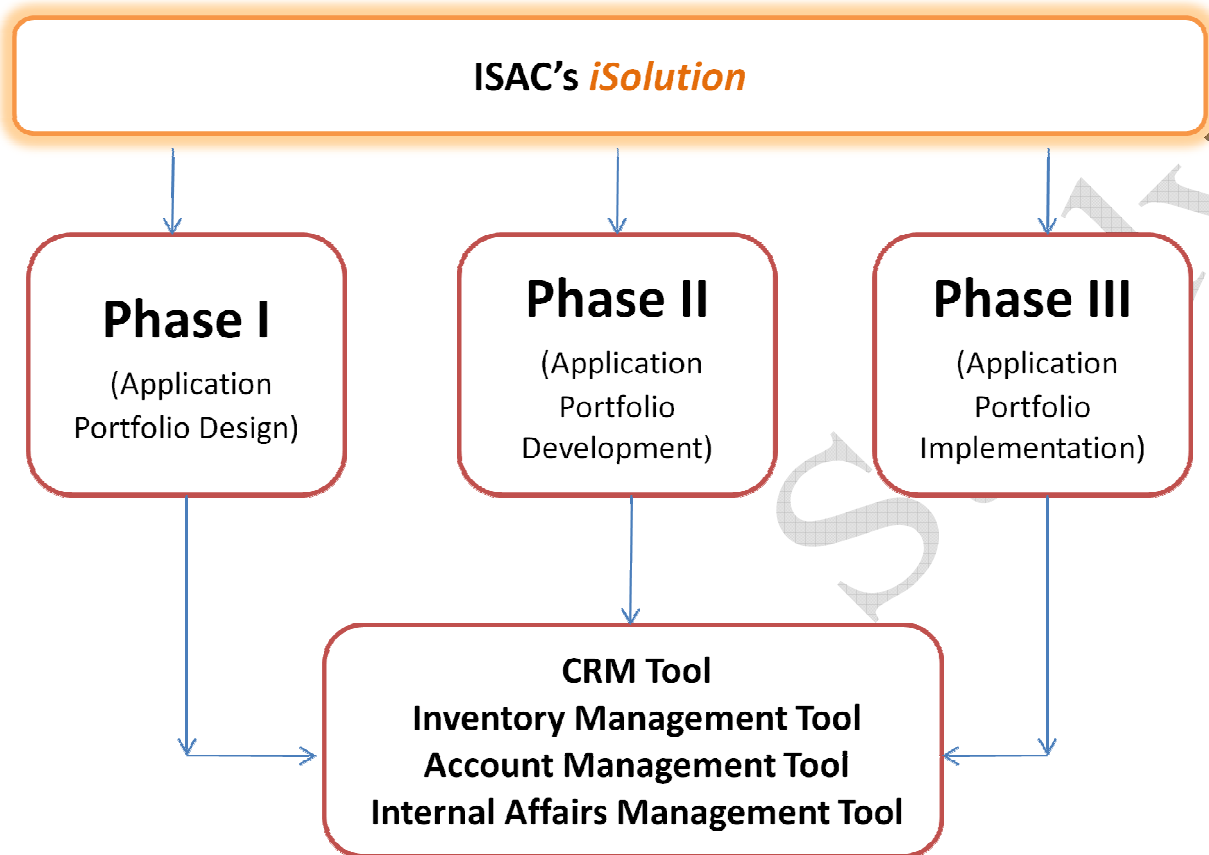
Application Portfolio Design, Development and Implementation

ISAC recognised the pain areas to be:

- Data management (equipments stored in the warehouse)
- The ability to foresee demands for various equipments in the near future
- The ability to procure equipments ahead of demands / orders to ensure the reduction of procurement time when orders were placed
- Managing warehouse inventory

ISAC CASE STUDY

APPLICATION PORTFOLIO DESIGN, DEVELOPMENT AND IMPLEMENTATION FOR A 'LARGE MANUFACTURING EQUIPMENTS RESELLING GIANT'...



Phase I: Application Portfolio Design

Efficiency and on time delivery is the key to successful business as the company is a part of the reselling sector. With this conclusion, ISAC proposed *iSolution* of investing in IT (automation) in the following domains:

- **Customer Relationship Management tool** to improve relationship with customers by managing RFX's especially quotes. Improved communication with customers by bringing in transparency. The tool provided real time status of the order and thus helped the consumers to track their orders online
- **Tool to Manage warehouse inventory** that would keep check on order management. This tool well equipped the giant to forecast the demands in the industry. This gave the giant lead time to procure inventory well ahead of time, thus reducing the time to deliver orders to steel plants. This ensured that the company ordered equipments in higher quantity and thus decreased the number of times the orders were given to the manufacturers. This resulted in noticeable reduction of costs in inventory transfers.
- **Tool to manage accounts with manufacturers:** The company already worked on applications to assist them with the procurement process. *iSolution* proposed to automate these applications. Ex. The system would automatically generated orders when the application recorded shortage of inventory in the warehouse. The order would then pass through final checks before it went to the manufacturers
- **Tool to manage internal affairs:** *iSolution* proposed the company to develop automated HR, Payroll and other internal support systems which would result in reduced time and efforts from employees. The idea is to centralize the support system and automate it.

Phase II: Application Portfolio Development

The company being impressed by the kind of solutions proposed went a step ahead in partnering with ISAC in implementing *iSolution*. ISAC during this phase emerged an affordable and reliable technology partner as it enhanced

ISAC CASE STUDY

APPLICATION PORTFOLIO DESIGN, DEVELOPMENT AND IMPLEMENTATION FOR A 'LARGE MANUFACTURING EQUIPMENTS RESELLING GIANT'...

the investments already made by the company. Ex. The company had already invested in IT solutions in some problem areas. Instead of rejecting the already existing applications and automated process, ISAC enhanced the features and linked these applications to tools developed by ISAC. ISAC successfully developed the required tools for the company.

Phase III: Application Portfolio Implementation

ISAC proposed that the company partner with them in implementing *iSolutions* in the company. The company was more than happy and welcomed ISAC in implementing *iSolutions* on the floor. ISAC during this phase not only took care of implementing the applications and process but also ensured that it took care to tie the loose ends to provide complete end-to-end IT solutions to the company thus ensuring enhanced productivity.

Outcome of *iSolution*:

- Efficient management of RFX's thus bringing transparency into the system. Reducing manual time spent on tracking orders. The CRM tool provided ready reckoned information about the status of the order
- Ability to forecast demands so as to procure and store inventory well ahead of time thus reducing the time to deliver
- Automation of process and application thus resulting in reduced time and efforts on the part of the employees
- ISAC's *iSolution* reduced the delivery time taken to 20% of the usual time. Ex. If the orders took about 95 days to be delivered, *iSolution* ensured that orders took less than 20 - 25 days to be delivered

Highlights:

ISAC once again proved to be a trusted technology partner. ISAC is known for its ability to understand the customer's requirement quickly and deliver innovative solutions fairly ahead of industry standards. ISAC helps companies to design a tailored portfolio of applications suited for their business operations. We also help in assessing and directing the portfolio management.
