

HCL's LN UPGRADES TRANSFORMS ERP FOR AN ELECTRONIC AND FIRE SAFETY MAJOR



About the Client

The client is a globally recognized electronic and fire safety equipment manufacturer. The firm was looking to streamline and standardize its business processes, to ensure uniform applicability.



Challenges Faced

The customer was striving to manage heavily customized Baan applications across multiple geographic locations. The existing 20+ internet based intermediary applications were being operated by different web-apps and third party tools.

With most of these processes specifically customized, accurate and effective documentation was another challenge. Finally, the voluminous influx of data and the ever-growing backlog from business requests was exacerbating the situation.



HCL's Approach

HCL helped devise an end-to-end transitioning roadmap, with its upgrade toolkits including C100 Upgrade and EMEA LN 10.4 Upgrade. This included the following key elements:

Upgrade services: Baan to LN upgrades across multiple sites/geographic locations

Support capabilities: Help Desk, Break/Fix, Functional Consulting, and Root Cause Analysis

Developmental blueprint: Enhancements, Integrations, and Solution Retrofitting

Audit maintenance: Performance, Health Check

Documentation simplicity: Runbook style Baan process monitoring as per business requirements

Around 35 interfaces were integrated with Baan deploying BizTalk and 30 Web application. Systems were reconfigured, ensuring greater co-ordination with multiple stakeholders. Additionally, system integration testing was introduced, with data migration, mapping customization (to 10.4), and interface testing being actioned. The composite reporting software and interfaces were modified according to the recalibrated table structure



Benefits

HCL's service offerings helped deliver the following benefits:

- Minimized duplicity and complexity in application business processes
- Reduced annual costs via offshore leverage
- Resolved backlog and pending business requests
- Lowered costs, time and risks associated with upgrades via HCL's Upgrade toolkits



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