HCL

HELPING A GLOBAL PLAYER PROVIDING **ELECTRONIC SECURITY AND FIRE−FIGHTING EQUIPMENT** TO UPGRADE ITS ERP PLATFORM

CASE STUDY

THE CLIENT

The company is a global player in the electronic and fire protection business and manufacturers an array of products that includes fire sprinklers, valves, piping systems, design software, mechanical connection systems as well as ancillary products. The company also provides engineering and product support.

The client has used the Baan ERP platform since 1990 and has implemented the software in the following timelines: Baan IV in 1990, Baan V in 2004 and ERP Ln in 2008.

CHALLENGES FACED BY CLIENT

The client's key challenge was to make a heavily-customised ERP solution more flexible and enhance capabilities to handle increasing data. In addition, the client needed support for the ERP system to enable it to handle the demands of business and critical Baan projects that were pending.
In addition, the client was faced with the following challenges:
- Lack of proper and accurate documentation of customized processes
- Including ESUs and ASUs in the Baan ERP software platform
- Integration of ERP interface with third-part tools including Red Praire, Amber Road, Web JV, Hyperion an Logility.

HCL'S SOLUTION

- Proposed an onsite-offsite support model to align production support process and new Baan project requests for business.
- Documented the Baan process as per the business requirement
- Provided problem resolution and implementation of service/request changes as approved by customer to ensure resolution and service request fulfilment.
- Indentified and phased out inactive interfaces and applications.
- Integrated third-party tools with Baan
- Enabled the interface of 15 ad hoc custom-built web applications that share an interface with Baan

BENEFITS TO CUSTOMER

HCL laid the foundation for:

- Continuity in service level agreements (SLAs) could be achieved without disruptions in business.
- Documentation of processes so that inactive interfaces and web applications were weeded out, thereby contributing to an efficient and effective system.
- Systemizing the support process in conjunction with the client's IT team.
- Reduced costs and improved quality for the client's outsourced environment.

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Relationship
BEYOND THE CONTRACT

HCL