

CASE STUDY

CLIENT OVERVIEW:

inoday client is a global leader in industrial engineered products and solutions. With presence across multiple global locations, the client has been serving in different verticals including oil and gas, power generation, water and wastewater management, battery production, polysilicon fabrication, chemical, and petrochemical processing. The client also develops and provides a range of products to cater to dozens of industries. With the aim of achieving growth while bringing consistency across different business processes, the client came to us for a reliable solution.

BUSINESS CHALLENGES:

Having a presence at multiple locations, the client was facing complexity related to region wise taxation. As the client had huge work-force with organizational hierarchy, it was facing challenges associated with validation, work-flows & approval. As client caters to different industry verticals, it needs to manage time as well as production and manufacturing of products. Following were the main challenges at client's end.

- Large number of users.
- Wide range of inventory.
- Complexity of region wise taxation.
- Project creation, work-flow, validation & Approval.

HOW WE TACKLED THESE CHALLENGES:

As per NetSuite standards we can't create single shipment with multiple locations. Suppose there are three items, two can be fulfilled from default location and one from non default location then two shipments will be created one from default and other from non default.

We have created a scheduler for automatic fulfillment of orders based on the approach defined above. To make this functionality work we made some changes in accounting preferences following the below steps.

- To connect and streamline processes across different locations, our experts came up with Dynamics 365 Finance and Operations.
- Our Experts created Dynamics 365 implementation plan to eliminate the complexity of region wise taxation.
- To enable a client to produce rich business process diagrams from recordings for analyzing and designing their applications, our experts suggest Task Recorder.
- With task recorder, users are able to open a task recording from an LCS library and can save new recordings to an LCS library enabling them to easily access a single repository of task recordings for training purposes.

IMPACT ON CLIENT'S BUSINESS:

- Client got the system that helps in streamlining processes across different departments.
- Each task can now be created individually, automating work-flows, alongside validation & approval while managing time.
- Not only accounting but also manufacturing and inventory are connected through a centralized system.
- Complexity associated with region wise taxation has been eliminated.
- Task Recorder reduces the amount of time and human input to create business process explanations and key messages, thus improving organizational efficiency while putting a limit on time.