

Case Study



24x7 Support on WMS Package for a US-based Manufacturing Giant

The Client

The client is a leading worldwide designer and manufacturer of filtration products and exhaust systems for heavy-duty diesel powered equipment. The client provides the broadest product coverage in the industry, including Air intake and filtration, Coolant and coolant treatment, Centrifugal filtration, Fluid filtration, Exhaust system to name a few. Their reach and scope is truly global – they employ over 6,000 people worldwide, operate 23 production plants in nine countries, 16 distribution centers on six continents and 3 joint ventures.

Business Need

Client initiative was to have an IT enabled business transformation program with the objective of having a common Warehouse Management Support (WMS) platform across all its Distribution Centers (DCs) which would enable lean & streamlined processes, quicker turnaround & better throughput, and effective decision making. Client was looking at a provider who could support the WMS package 24X7 basis on Technical and Functional aspects of the application, with extremely stringent SLA levels and still bring in sufficient cost savings. Client was looking for a new partner who could support three of the Distribution Centers (DCs) and later scale up to support rest of the DCs.

Challenges

The key to success was how to reduce the cost but still maintain and excel the service levels with challenges like:

- Streamlining of processes and service levels across geographies like North America and Europe
- Taking complete transitions and understanding the system at 3 DCs in a very short span of time
- Reduce the number of tickets on period-to-period basis

Infosys Partnership

Infosys partnered with the client providing consulting services and took part in implementation of the package WMS in one of their DCs. Infosys also took up the support of the WMS package delivered using the unique Shared Support Services model from the Infosys Enterprise Global Support Center on an innovative non-effort based pricing model with 100% offshore leverage.

The scope of engagement included:

- Transition of the application and processes under the given scope of work in a period of 6 weeks from both onsite & offshore
- Meticulous planning & organising onsite/offshore transition sessions, picking up stabilisation tasks and analysis in parallel with transition
- Creation of a System Appreciation documentation after transition
- Creation of Support Handbook with content regularly updated to detail all issues and document their solution procedure
- In addition to regular production support, our team was also involved in enhanced support activities like 'End-of-the-day' shipment processing and inventory reconciliation as well
- Infosys helped stabilize the system by performing Root Cause Analysis (RCA), Implementing Permanent Fix and FAQ documentation to address operational issues that helped **reduce ticket volume by over 20% in a period of 1 quarter**
- 24 x 7 In-Seat support to ensure business critical issues are addressed immediately without any delay
- **Innovative Pricing Model on a 'Pay-Per-Use' basis**

Business Value Delivered

Infosys delivered the services at agreed-upon service levels and provided value in terms of productivity improvements. Some of the key benefits that the client realized through this program are:

- Efficient management of Knowledge leading to higher productivity
- 24*7 support of the applications at reduced costs due to Shared Services model
- Total cost of maintenance of the applications was reduced by around 30%
- Helping the client with root cause analysis and fixes to prevent incidents
- Reduction in total ticket volume by over 20% in a period of 1 quarter

Infosys Value-Add in Execution

This large, complex support project was a great success because of the symbiotic relationship that Infosys shared with the client becoming an important stakeholder to the initiative. The following capabilities that Infosys brought to the table further contributed to the success of the program:

Delivery Excellence

- Definition of Governance & Engagement Structure : Upfront definition at the start of program enabled right sponsorship and participation from Client team
- Weekly Program Management Office review with phase-relevant dashboard provided a snapshot of activities that were completed/in-progress which enabled timely and effective decision making.
- Steady State Support Methodology consisting of processes designed in line with ITIL Framework
- Tools, Accelerators and mature project processes ensured an exceptional product quality that was delivered at CMMI Level 5 maturity
- A non-linear pricing model delivered the maximum flexibility to the client in lieu with dynamic business demands and a high degree of predictability in IT spend



For more information, contact askus@infosys.com

About Infosys

Many of the world's most successful organizations rely on Infosys to deliver measurable business value. Infosys provides business consulting, technology, engineering and outsourcing services to help clients in over 30 countries build tomorrow's enterprise.

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