

SMOOTH IMPLEMENTATION, SOLID RESULTS

With the help of Infosys, UTCFS is using JD Edwards to drive greater standardization and efficiency to its Chinese operations—and across its Asian businesses.

Hari Krishnamurthy is the CFO for United Technologies Corporation Fire and Security (UTCFS) in Asia, which has its regional head offices in Shanghai. A wholly owned subsidiary of United Technologies Corporation, the company is a global leader in providing a comprehensive range of electronic security and fire safety products and solutions to businesses and residential customers. Here, Krishnamurthy discusses the implementation of JD Edwards software in the company's China operations, and that effort's impact on the business.

Q: What were the business drivers behind the decision to implement JD Edwards software at your company?

A: We saw that Oracle's JD Edwards EnterpriseOne platform would allow us to support our business requirements for developing new services quickly, with minimal effort from the IT organization, while reducing

costs. These are both things that are important to our sustained growth, and in particular, our growth in the Chinese market. There was also a business need to eliminate unnecessary manual steps in operations to increase work efficiency. Prior to implementing the platform, we used a system based on Excel worksheets/local ERP's, which was cumbersome. The JD Edwards software enabled us to automate many business processes, such as transfers to local banks. The solution also enabled improved integration of our China operations with our other Asian businesses that use this software, and the ability to build best practices into our processes.

Q: You selected Infosys as your implementation partner on the effort. How was that choice made?

A: We felt that the depth and breadth of experience that Infosys had was very important in a project like this. They have a

proven track record in ERP services, are very closely associated with Oracle, and have successfully implemented Oracle's packaged applications around the world. Infosys' Global reach—its ability to deliver at different geographical locations—also played a pivotal role, because this implementation

was done in China, with support from Infosys' JD Edwards Global Centre of Excellence.

Q: How was the implementation handled?

A: Certainly, Infosys performed exceptionally high-quality work under very tight deadlines, and they adhered to the planned budget and schedule, which was a top priority for us. The entire project—which encompassed everything from financial processes to sales, procurement, equipment, inventory, and contract management—was completed in just over six months. A key factor in the effort was a sharp focus on the business: Infosys conducted daily meetings with our end users, and gathered and consolidated views from all 10 of the UTCFS organizations involved to arrive at an optimal solution. Overall, the Infosys consultants were very flexible in adapting to our culture, and to the changing requirements that can arise on this type of project. They worked with us at every step of the way to ensure quality and results.

Q: What benefits have you seen from the implementation?

A: In terms of the implementation itself, Infosys helped us deploy the JD Edwards platform in a very short timeframe, thereby providing a significant reduction in implementation costs. Infosys' Global Delivery Model and expertise in providing JD Edwards implementation services helped

us see a faster ROI.

From a broader business perspective, our decision to rely on Oracle JD Edwards has delivered incalculable value and is a significant differentiator for us. For example, we have seen substantial improvements in transaction processing time and reduced costs. We have multiple custom reports, developed by Infosys, to monitor performance and identify gaps in the business. We also have localized China reports that help us meet statutory requirements, and an interface with the tax system used by local tax authorities, which speeds up management of invoices for value-added taxes.

The JD Edwards platform has enabled better, system-driven accounting for our Asian operations, and resulted in the total elimination of manual operations. We've also achieved increased process standardization across all 10 UTCFS organizations involved, which in turn helps us in the creation of a consistent "Asian template" for our business processes. We now have a solid foundation for making better and faster business decisions and reducing turnaround time—things that can contribute to a better competitive advantage. Overall, our experience with Infosys and the JD Edwards implementation has been very satisfying—and we look forward to taking the technology and the relationship to the next level.

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*—Hari Krishnamurthy, CFO-Asia,
United Technologies Corporation
Fire and Security (UTCFS)*



“Infosys strategy of offering a breadth of capabilities across core business areas, developing industry solutions and investing in intellectual property-driven JD Edwards solutions helps clients achieve shorter time-to-value and low total cost of ownership.”

—Ravi Kumar S, Vice President and Global Head, Oracle Practice, Infosys Technologies Ltd

INFOSYS: STAYING IN STEP WITH ORACLE

Infosys, which helped UTCFS implement the JD Edwards software in its China businesses, is a Platinum-level partner of Oracle—the highest level of partnership in the Oracle PartnerNetwork. Here, Ravi Kumar S., Vice President and Global Head of the Infosys Oracle Practice, Enterprise Solutions, talks about his company and Oracle.

Q: How is Infosys aligned with Oracle’s strategy?

A: The Infosys/Oracle relationship encompasses joint solution and product development, and we’ve invested significantly in creating new solutions and competency centers for various Oracle applications, including Oracle’s JD Edwards. We are also closely associated with the Oracle Fusion Application roadmap, so we are able to plan and prepare in advance with a long-term view of Oracle’s direction. In general, we are committed to providing services globally for all Oracle applications, including JD Edwards, and we plan to grow in all areas to meet the ever-increasing demand for Oracle and Oracle-related services.

Q: What is Infosys’ IT services strategy for niche products such as

JD Edwards, which cater to small and midsize enterprises?

A: Our strategy in this area is based on three key principles. The first is offering a breadth of capabilities across core business areas. The second is developing industry solutions such as transformational order management and supply chain visibility. And the third is investing in intellectual property-driven JD Edwards solutions and products that provide clients with a shorter time-to-value and low total cost of ownership. We have a strong presence globally, and we work with clients using JD Edwards solutions in almost all industries.

Q: What are Infosys’ plans for JD Edwards solution services in future-growth geographies, such as Latin America, Asia, and Europe?

A: We believe that JD Edwards solutions will continue to play an important role in Oracle’s scheme of things. So we already have development centers in Asia—specifically, India and China—as well as in Europe, Latin America, and North America. These centers cater to customers using JD Edwards solutions in their respective areas, and we will



continue to invest in the potential upcoming geographies to keep pace with customer needs.

Q: How do you see the road ahead for JD Edwards solutions?

A: Oracle’s JD Edwards customers tend to be more passionate and loyal than the users of most other ERP suites. One of many reasons for that is that both JD Edwards World and JD Edwards EnterpriseOne solutions have matured into comfortably usable products. This software, coupled with Oracle’s commitment to all its applications and strength in product innovation, will help Oracle customers compete in a flat world in the years to come.

For more information on Infosys, Oracle, and JD Edwards, please contact Raj Nair (RajmohanNair_R@infosys.com; or +1.832.689.2364). Or visit www.infosys.com/Oracle/offerings/Pages/jdedwards.aspx