

CASE STUDY

Cummins streamlines *its Order Management process with Infosys*



Overview

Cummins Inc., a global power leader, is a corporation of complementary business units that design, manufacture, distribute and service engines and related technologies, including fuel systems, controls, air handling, filtration, emission solutions and electrical power generation systems. Headquartered in Columbus, Indiana, (USA) Cummins serves customers in approximately 190 countries and territories through a network of more than 500 company-owned and independent distributor locations and approximately 5,200 dealer locations. Its Power Generation Business Unit (PGBU) is a worldwide provider of electrical generators and power generation systems, components and services in standby power, distributed power generation, as well as auxiliary power in mobile applications to meet the needs of a diversified customer base.

Infosys
be more

Business Objectives

Cummins Power Generation BU launched Frontier program as a step towards transforming Cummins Power Generation into a truly global company. After all phases of Frontier are implemented, Cummins Power Generation will have a common, global order-management system that will allow its customers - regardless of region - to receive the right product at the right price at the right time. Frontier consists of three key initiatives. Two of these, Demand Layer (DL) and Product Life Cycle Management (PLM) focus on internal processes, practices and systems. The third element, Sales Order Layer and Reporting (SOLAR) will touch its customers more directly and on a daily basis.

The primary objectives of SOLAR are:

- Make it easier for customers to do business with Cummins Power Generation
- Provide a common, intuitive and efficient process to enable Cummins

customers to configure, price and order any Cummins Power Generation product

- Automate existing manual processes to accept, manage and deliver customer orders

Cummins partnered with Infosys to achieve the stated objectives and migrate the existing legacy solution for order fulfillment to a seamless and robust Oracle EBusiness Suite Release 12 (R12) solution.

Why Oracle was chosen?

Oracle E-Business Suite Release 12 fulfillment applications including Oracle iStore, Order Management, Advanced Pricing and Oracle Configurator were selected due to their ability to:

- Reduce the cost of Order Management through a single set of fully integrated fulfillment applications
- Improve customer service and responsiveness through end-to-end

visibility of order status

- Eliminate pricing errors through a global pricing control and execution system
- Provide a robust and scalable global fulfillment platform

Why Infosys was chosen?

Cummins chose Infosys as SOLAR implementation partner due to its

- Robust manufacturing industry experience
- Strong understanding and deep experience specifically in Order Management space
- Deep relationship with Oracle Corporation and knowledge of Oracle E-Business Suite R12 platform
- Robust program management and governance approach
- Large transformational program readiness assessment framework

Infosys Solution

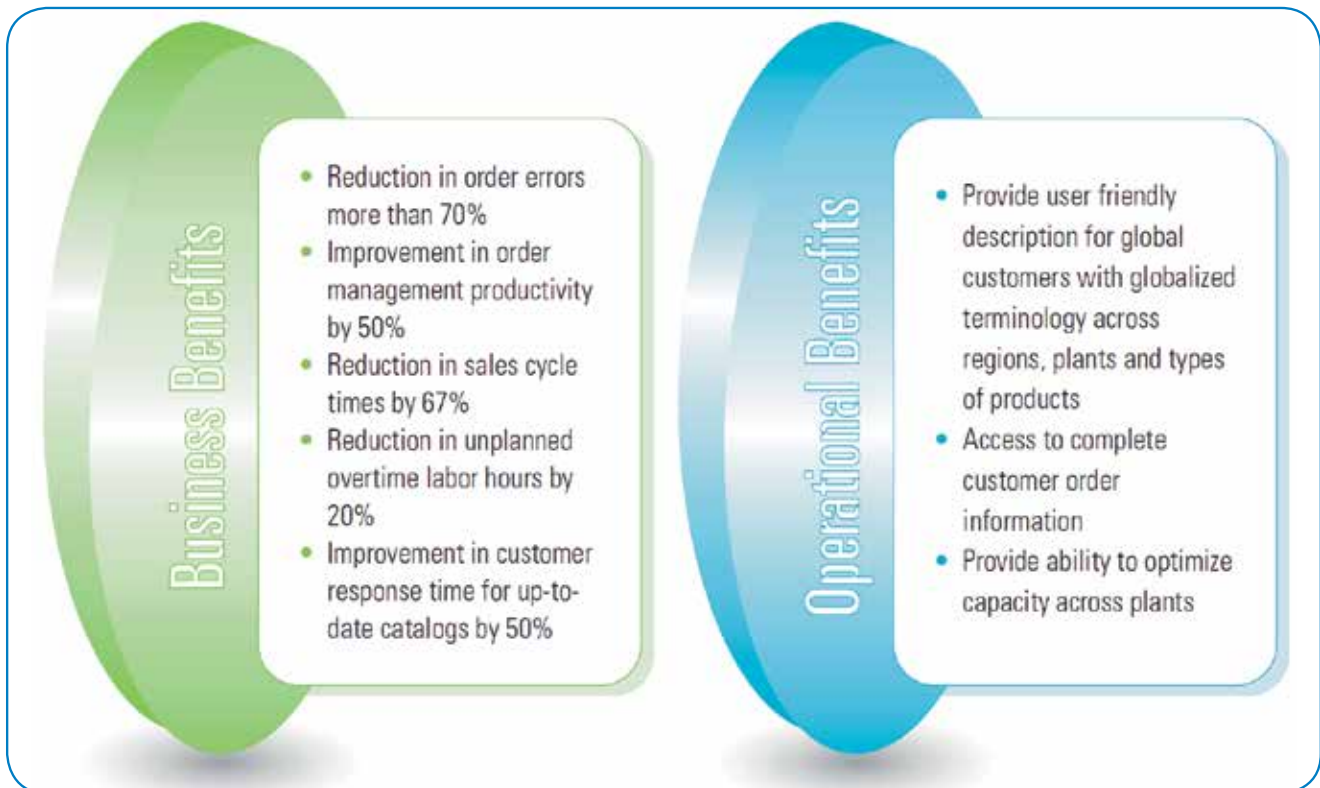
Infosys analyzed business requirements and developed solution footprint for SOLAR involving Oracle Configuration Development, Oracle Advanced Pricing, Oracle iStore and Oracle Order Management. Each of these modules helped in guided selling, pricing schemes for sales promotions, and visibility to the configured product and an efficient / robust customer order processing system. Infosys delivered this solution for one of the pilot sites and is in the process of rolling out the solution for other sites. Infosys leveraged the relationship with Oracle to ensure a robust solution is delivered with optimal system performance from day one at the pilot site.

PILOT IMPLEMENTATION FACT-FILE

DELIVERY MODEL	Hybrid teams working out of three different geo locations-UK, US and India
PROJECT DURATION	9 months and the solution was delivered per plan
SOLUTION PLATFORM	Oracle E-Business Suite R12, Java, JSP, OAF, PL/SQL
SOLUTION OPTIONS	Implemented out-of-box solution with minimal customizations that were carefully evaluated to meet specific business requirements
METHODOLOGY	Infosys followed Cummins-specific ITPM (IT Project Management) methodology combined with accelerators and templates from Infosys InTrak methodology

Benefits of SOLAR initiative

Once all phases of SOLAR initiative are completed, it will deliver Cummins the following benefits:



Customer Says



I am very pleased that we brought Infosys as a partner on this important business transformation initiative, SOLAR. This has improved our ability to serve customers through efficient ordering processes by streamlining product configuration. Achieving this pilot implementation is a milestone and look forward to working with Infosys in future SOLAR rollouts as well

Madhavi Isanaka, Executive Director - Information Technology, Cummins Power Generation



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