



Let's Solve

Case Study

Customization & Implementation of
Parts Management System for
Japanese Multinational
Corporation



A Larsen & Toubro
Group Company



Client

Japanese Multinational Corporation that manufactures construction and mining equipment, utilities, forest machines and industrial machinery.

Challenges

The client has embarked on the journey of global implementation of their Parts Management System to various geographies. As part of this, the client wanted to transform their existing business application in America to their proprietary Part Management Systems in order to meet their growing business needs, operation streamlining, standardization and sustainability of business operation.

Additional challenges:

- Business-critical applications running on the rigid and country-specific system.
- Manual creation of orders and invoices for some of the applications, which takes too much of business time.
- Distributor specific data formats needing conversion & transformation before processing.
- High cost to maintain the existing application, with least functionality and inability to integrate with latest technologies.
- Timelines were tight and the existing vendor was not in a position to transform the complete system due to the complexity involved, business impact and larger scope.

LTI Solution

- Work with the co-vendor to understand the existing Proprietary system in a short period of time.
- Designed the Customer master data flow from SAP and its maintenance in the Proprietary system.
- Enhanced & extended the system programs to cater for the requirements specific to new business location.
- Built a generic distributor portal which can take orders from all distributors at one place, and helps analyze inventory.
- Eradication of manual processes for orders and invoices to save business and distributors time.
- PMO Support in setting up the Data center and required infrastructure that involved multiple vendors across geographies.
- Automating Job scheduler with internal systems and monitoring of applications.
- Built Cloud-based authentication for external distributors.
- Proposed and implemented the Source code Management tool to eliminate the code conflict during development and maintain integrity, which in turn makes maintenance easy and cost-effective.

Business Benefits Delivered

- Reduction of time spent by business on IT activities and more concentration on business processes due to automation of some applications
- Secured infrastructure environment made available for external distributors
- Reduced change management effort by successfully implementing the proposed Change management tool

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