



iON

TATA CONSULTANCY SERVICES

Automate your business processes - The iON way



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"...iON-ERP has helped us in decision making through improved reporting for purchase, subcontracting and production operations. We are also benefited by integration of payroll and various reports related to employees ..."

Mr. Sanjay Joshi,

Manager - Purchase, Chetak AutoEngineering Products Company Private Limited

Context: Integrated ERP for Automotive Component Manufacturer engaged in the business of sheet metal and fabrication to support OEM Automobile Suppliers

Customer: Chetak Auto Engineering Products Company Private Limited

The Business

Profile: Experts in manufacturing and supplying custom made sheets for metal parts, mostly used in the construction, automotive, and engineering industries.

Product range: Portable utility cabins, portable office cabin, security cabin, guard room, portable shop, portable lounge, library cabin, loader operator cabin, stacker reclaiming operator cabin, backhoe loader operator cabin, tractor operator cabin, concrete mixer operator cabin, cowl assembly, sheet metal cowls etc

Operations: Chetak Auto operates under the brand Capco. Chetak's main fabrication plant is located in Pithampur Madhya Pradesh and their customers include L & T Case Equipment Ltd, VE Commercial Vehicles Ltd, Force Motors Ltd, EIMCO Elecon Ltd, TRF Ltd, ABG Cranes Ltd, Terex (G B) Ltd. Northern Ireland, U.K. As a result of their location which is adjacent to dry port and highway, they are able to provide fast and easy access to main transportation corridors. The company offers design-build services for fabrication of complex engineering parts and assemblies and is capable of fabricating more than 2400 tons per year.

Situation

Business Issues

- **Incorrect Sales Forecasting:** Due to the non-availability of an MRP system, the Sales Order seldom reflected the amount of raw material and semi-finished goods required to complete production. The situation was exacerbated by poor book keeping methods and lack of mechanisms for mapping sales deliveries against corresponding sales orders received from different customers.
- **Improper Inventory Management:** Lack of real time information on the inventory quantity led to excess or shortfall of products. The broken link with regards to demand, made inventory tracking difficult in stores and at the sub-contractor's location.
- **Lack of Production Management:** Lack of production & cost planning based on the order schedule, led to improper utilization of resources. There was a need to synchronize production and ensure timely dispatch of the order.

- **Mismanaged HR & Payroll practice:** There was a weak mechanism to monitor the attendance of employees on regular basis due to which payroll and employee attendance data were usually conflicting.
- **Financial Management:** Poor inventory planning prevented demand and supply analysis resulted in high inventory management cost.

IT Challenges

- Most small and medium sized companies face the challenges of running multiple legacy system built over time and weaved through ad hoc APIs. This often leads to communication and information bottlenecks. This lack of integration often reflects in process coordination. At Chetak, the lack of integration in Manufacturing, Finance, HR & Payroll processes were a major concern leading to improper handling of resources, which thus contributed to the high cost of operations.
- Production planning was purposely retained as a manual activity to achieve customer targets. Human errors reflected in the reconciliation documents.
- Manual tracking of inventory, purchase order, GRN, supplier invoices and payments were cumbersome tasks. The management recognized the need to implement an integrated and automated ERP system to provide a consolidated view of day to day operations with sound reporting features.

The iON Way

- **Inventory Management:** With real time information system, iON has ensured better management of inventory at stores as well as the sub-contractors location. It has also empowered purchase and procurement department to focus on finding new vendors and drive price negotiations. The multiple reports available in the inventory management module have provided increased visibility to the management.
- **Production Management:** iON BOM reports enable multi-level BOM products to be produced at different times and monitored at their production stages. The management can draw vendor wise production planning reports.
- **Finance and Statutory compliance:** iON offers different sets of reports with regards to forms and taxes. These documents were earlier prepared manually. This has led to a reduction in employee workload. The automation of reports and ready availability of data is a significant value addition.

To summarize

- Optimized Inventory Management bridging the gap between demand and supply
- Production schedules move in tandem with demand thus fulfilling customer sales order in time
- Smooth tracking and reconciliation of inter site material transfers
- ERP system integrating F&A, HRMS & Payroll has enabled easy flow of information and availability of real time data
- Easy tracking of various reports thereby helping management in taking quick decisions

Relevant Parts of the Software

Manufacturing

- Order to cash
- Procure to Pay
- Quality
- Procurement Plan
- Production Plan
- Plant & Maintenance Management
- Distribution Management

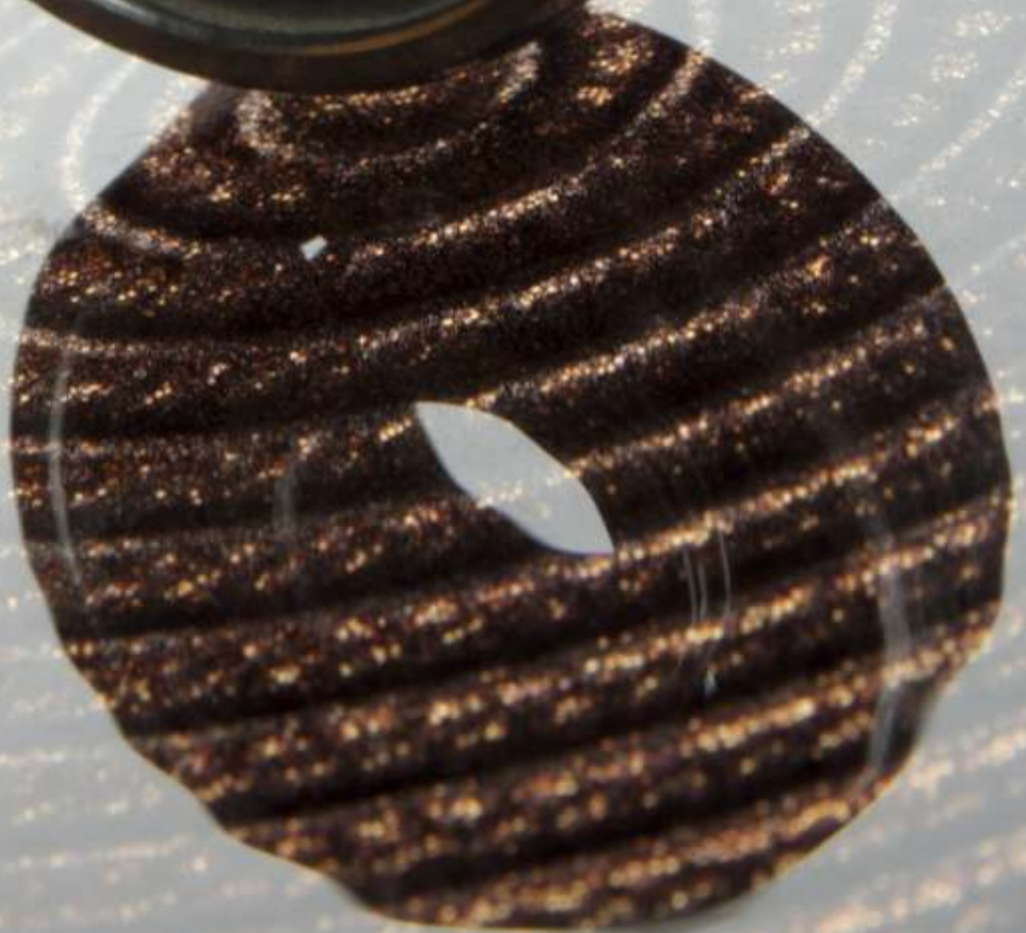
Finance & Accounting

Human Resource Management System (HRMS)

Payroll

Document Management System (DMS)

Biz Analytics



Why iON

iON provides a comprehensive solution that addresses varied IT requirements of your organization. From hardware, network to ERP, iON is offered as a single service, in a pay-as-you-use model, allowing you to leverage the solution's true potential as your business grows. iON ensures integration of all processes along with ease of use of the software.

You gain from:

Integrated solutions

We offer single- window IT with a pre-integrated suite of hardware, network, software and services. We ensure that your functions are digitized, automated and connected. For example, if you are using a CRM solution along with a core ERP (e.g Manufacturing), and have a document management system to organize supporting files and a HRMS, we ensure that these solutions are connected and work as one. So for you, it is simply one IT and not multiple applications. Integrated applications thus provide a comprehensive view of business enabling better decisions.

Increased agility

We bring in the agility to keep pace with changing processes or a new line of business. We help you configure the processes to work as you currently do or the software recommends and allows you to choose industry best practices based on your business parameters. The solution gives you increased convenience allowing you to perform various tasks from your mobile device, no matter where you are. Being automatically compliant with statutory requirements, the solution ensures your company is always audit ready and legally compliant.

A pay-as-you-use model

Our model eliminates capital investment up front as we facilitate procurement of the IT infrastructure and software on rent for the duration of the contract. Additionally, you only pay for the number of users who actually use the software. Thus, you pay as you use on a monthly basis which includes maintenance and training. Typically, the ROI exceeds rental within three months, when best practices are well followed.

Personalized solutions

Although iON is a cloud service, the software is configurable to each business. You will always get the flavor of your business by picking and choosing what processes you would need. Furthermore, the multilingual capability of the software allows you to customize the solution label names to read in vernacular languages (like Hindi, Marathi, Tamil etc) enabling users to learn and operate the solution with ease.

Automatic upgrades

We continuously invest in our solutions to incorporate best practices. The software is constantly enriched based on user feedback and industry and statutory changes. You will get the upgrades without disrupting your business operations or any additional cost. Being in perpetual beta ensures that there is no technology obsolescence.

Enhanced Business Continuity

Our solution offers optimal performance in normal broadband connectivity along with a stringent security mechanism to ensure your data privacy is maintained. The capacity of the solution grows with your increasing computing needs and reduces the need for IT staff. The solution is resilient to failures as the service works from back-up data centers in the event of a disaster, ensuring continuity of business operations.



About TCS iON

TCS iON is a strategic unit of Tata Consultancy Services focused on Small and Medium Businesses as well as educational institutions. We provide technology by means of a unique IT-as-a-Service model, offering end-to-end business solutions for the sector.

TCS iON caters to the needs of multiple industry segments, through innovative, easy-to-use, secured, integrated, hosted solutions in a build-as-you-grow, pay-as-you-use business model. We serve our clients with the help of best practices gained through TCS' global experience, domestic market reach, skills, and delivery capabilities.

For more information, visit us at www.tcsion.com

Contact

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About Tata Consultancy Services Ltd (TCS)

Tata Consultancy Services is an IT services, consulting and business solutions organization that delivers real results to global business, ensuring a level of certainty no other firm can match. TCS offers a consulting-led, integrated portfolio of IT and IT-enabled infrastructure, engineering, and assurance services. This is delivered through its unique Global Network Delivery Model™, recognized as the benchmark of excellence in software development. A part of the Tata Group, India's largest industrial conglomerate, TCS has a global footprint and is listed on the National Stock Exchange and Bombay Stock Exchange in India.

For more information, visit us at www.tcs.com

IT Services
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Consulting

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