

ENGAGEMENT CASE STUDY

India's Largest Manufacturer of Forklift Trucks Successfully Implements Salesforce Service Cloud Solution Integrated with Infor LN



ABOUT THE CUSTOMER

The organization offers an extensive range of forklifts such as electric, LPG, and diesel counterbalanced forklifts, warehouse trucks, and specialized trucks for specific applications. They also design and manufacture accessories to address a wide range of handling applications.

BUSINESS CHALLENGES

Customer was having manual & semi-automated processes that were leading to issues in:

- Real-time monitoring of service data
- Availability of asset service history
- Multiple Be-Spoke Systems
- Lack of a centralized system for managing channel partners, off-roll service dealer technicians, call centre, & customer support group

HIGHLIGHTS

Industry:

Manufacturing

Project Location:

India

Engagement Since:

2021

Solution Snapshot:

- Service Cloud Solution Integrated with Infor LN
- Single sign on
- On the go access through mobile devices
- Connector between the sales and the service model
- Digitization of service processes

BUSINESS SOLUTION

Considering the Customers' unique requirements, we provided Service Cloud Solution integrated with Infor LN having following features

- Seamless data flow from Salesforce to ERP and vice versa
- Automation of service contract lifecycle & customer specific service plans
- Rule based auto-scheduling of service calls
- Publication of knowledge articles for faster resolution
- Mobile app for PAN India technician connect
- Single system for multi-level approvals

BENEFITS

- Better customer data security
- Better customer relationship & satisfaction
- Customer & asset 360 view
- Real-time service dashboards
- Increased transparency due to quantification of service parameters
- Improved case resolution
- 24*7 access to systems

India

Head Office

Godrej Infotech Ltd.
Plant 10, Pirojshanagar, Vikhroli (W),
Mumbai- 400079, India.
Tel.: +91-22-6796 4086 /4087
Fax: +91-22-25181728



ABOUT GODREJ INFOTECH

Godrej Infotech Limited, part of the \$4.1 Bn. Godrej group is one of the leading IT service providers specializing in End-to-End IT solutions & services. Strategic partnership with industry leaders like Microsoft, Infor, LS Retail, Oracle, UiPath & AAI have played an instrumental role in making the organization a mature IT partner that understands the value of business process automation. Our service offerings - Business Consulting, ERP Implementation and Support, App Development, Integration, Legacy Modernization, Digital transformation, Analytical services, Mobile App Development, Infrastructure Management, and e-Commerce. We have domain and technology expertise in the manufacturing, retail, trading, distribution, logistics, hospitality, project, and service industries. An ISO 9001:2015 certified company, GITL is headquartered in Mumbai, India with presence in Middle East, APAC, Europe, US & customer footprints extending across multiple regions.

Email: infotech@godrej.com | www.godrejinfotech.com

