

ENGAGEMENT CASE STUDY

Customer Background

The customer is a global leader in industrial packaging products and services and is pursuing its vision to become the world's best performing customer service company in industrial packaging. The company produces containers, container-boards and packaging accessories, in addition to providing filling, and industrial packaging services for a wide range of industries. It is strategically positioned with 200 operating locations in more than 40 countries to serve global as well as regional customers.

Business Case

The client was looking for an offshore support partner to handle their enterprise solutions - Infor LN & ION. They were looking for experienced senior resources to work with their IT team in the EMEA and AMER regions. The requirement was for an onsite/ offsite engagement for development, rollout & support activities. The client wanted to bring in INFOR LN knowledge with the help of LVDGI's senior consultants so as to provide seamless support to the users.



Global leader in Industrial Packaging Products and Services Selects LVDGI for INFOR LN Support Services

Highlights

Industry: Service

Project Location: Belgium

Engagement Since: 2017

Solution Snapshot:

- 3 year contract
- 7 senior technical & functional consultants working on finance & manufacturing domains
- Successful year-end closing for global entities
- LVDGI has been awarded offsite support contract for AMER region & also contract for additional resources onsite at EMEA (Belgium)

Business Solution

LVDGI has provided onsite & offsite experienced technical & functional consultants in multiple domains like finance & manufacturing. The consultants were flexible to travel to the client sites for rollouts and support.

Activities carried out were:

- Participation in development of global scalable solution
- Knowledge management for retention & periodic document review
- Implementation of strong governance model

Challenges

The challenges faced by the LVDGI team during this implementation were:

- Knowledge transfer related to existing processes and mapped frameworks
- Working at remote sites located in extreme weather conditions like Siberia in winter
- Engaging with stakeholders in Russia with the help of translators due to language barrier

Benefits

- LVDGI has successfully developed a scalable solution for the flexible packaging business
- As of date, 2 years of onsite support has been completed
- Rollouts to the sites in Russia have been done successfully in collaboration with the Customer's IT team

Contact us



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About LVD Godrej Infotech

LVDGI is a subsidiary of Godrej Infotech Ltd, part of the \$4.1 Bn. Godrej group. It is one of the leading IT service provider specializing in End-to-End IT solutions and services. Strategic partnership with industry leaders like Microsoft, Infor, LS Retail, and Oracle have played an instrumental role in making the organization a mature IT partner that understands the value of business process automation. Our service offerings include Business Consulting, ERP Implementation & Support, Application Development, Integration, Digital transformation, Analytical services, Mobile Application Development, Infrastructure Management, and e-Commerce. We have domain and technology expertise in the manufacturing, retail, trading, distribution, logistics, hospitality, project, and service industries. A CMM Level 4 and ISO 9001:2015 certified company, LVDGI's service offerings follow proprietary methodologies derived from product best practices and experience in similar implementations. Headquartered in Belgium, we have presence in India, Middle East, APAC, Europe and US with customer footprints extending across multiple geographies.

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