

## ENGAGEMENT CASE STUDY

Infor EAM Support Services for Leading Optimized Resource Management Organization in the Middle East

### CUSTOMER BACKGROUND

The Customer is a leading resource management organization employing over 5000 people. It designs and deploys solutions for water, waste and energy management for the sustainable development of cities and industries.

### THE BUSINESS CASE

The Customer was looking for support services for Infor EAM 11.2 application and EAM Oracle database deployed at its water desalination plant in Oman. The earlier vendor had not provided sufficient documentation which made this a challenging assignment since more effort had to be put into understanding the current system.

### BUSINESS SOLUTION

Godrej Infotech Ltd. (GITL), was selected for this implementation due to the functional and technical competency demonstrated for supporting Infor EAM environments. The team's prior experience in Infor EAM version 11.2 with Oracle database, along with the cost effectiveness of our support services model helped us in getting selected. Initially a pilot project was done for a Custom Report. Based on the performance, the Customer gave us a support contract for 9 months.



### HIGHLIGHTS

**Industry :** Environmental Services

**Project :** Offshore support from GITL India

**Location** for Customer's Desalination Plant in Oman

**Engagement Since :** 2018

**Solution Snapshot :**

- 1<sup>st</sup> association of Godrej Infotech Ltd. with this Customer
- Infor EAM 11.2
- Shared Support Services
- IBM Cognos Reporting Tool
- Mobile App for Infor EAM

Support has been provided on the following modules of Infor EAM:

- Equipment
- Work
- Materials
- Administration
- Custom Reports
- Mobile App

GITL's Shared Services Resource Model has been used for this project. We receive a list of activities against which effort estimation in man-hours is done. Once the estimate is approved, the activity is assigned to the appropriate resource, and tracked until completion.

Currently, all existing tasks are completed and the Infor EAM system is working as expected.

We have also developed a supporting mobile app - Mobile Business Flex which has been done for the first time for any Customer.

## BENEFITS

- The team has resolved more than 75 tasks within 42 man-days including Custom Reports
- Regular performance tuning has been done
- Regular configuration backups have been taken for security purposes

## 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 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 & Support, App Development, Integration, Digital transformation, Analytical services, Mobile App Development, Infrastructure Management, & e-Commerce. We have domain & technology expertise in the manufacturing, retail, trading, distribution, logistics, hospitality, project, & 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 geographies.

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## India

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