

Products Utilized

- Baan, Baan BOI & AFS, Crystal reports, Optio, EDI, WebMethods, Visual Basic / ASP, Unix Shell , Perl , Java, XML , Contivo, Oracle

Role of KPIT Consultants

- Distributed User Support (Front end Support)
 - Level 2 / 3 Calls (B/S + IDS + 2CI - Functional, Tech, EDI)
 - Metrics Reporting / Trend Analysis
 - SR Creation & Justification
- Non Code Change SRs
 - Analysis Data / Functionality / Configuration
 - Set-ups Printer / Warehouse / Order series / Users etc
 - Deep Support issue resolution
- Release Management & Execution
 - Quarterly release planning / notifications / MTI / MTP
 - Support Ownership Solution Review/ Post live stabilization / Knowledge sharing within team
- Application / Server Monitoring & Configuration Management
 - Print server Management
 - Routine Maintenance Security / Table sizing / Performance tuning etc
 - Application uptime monitoring & risk notifications to ITIO
 - Incident management - coordination with ITIO & third parties
 - Alert based Batch jobs error log monitoring
- Break Fixes
 - Defect fixes
 - Analysis document / Test Cases / Code Change / UT+IT / UAT / Release note - > MTI -> CAB ->MTP
- Audit / SOX Internal Audit / External Audit

Business Need

One of the activities of our customer (Global Fortune 50) is heavy procurement for the commodities like CPU/chipset, Memory, LCD, HDD, ODD, Battery, PCA etc. which is in the range of Billions of dollars. These components are procured centrally by a Global Procurement Services (GPS) and made available to Original Design Manufacturers (ODMs) for assembly to finished Goods.

Direct shipment of finished goods is done from ODMs to customers across international boundaries. The volume of this shipment is over 7 million per annum. This business servers around 1300 trading partners: > 599 CM/ODM sites and > 320+ supplier sites using portal (\$6.0b ordered via portal), 129 sites setup on EDI globally.

Challenges

The solution is implemented as 3 Baan ERP setups as Nexus 10 (Buy sell), Nexus 20 (IDS), Nexus 30 (2CI) and integrated to web portal and other upstream and downstream systems. Whereas Nexus 10 is entity essential, Nexus 20 / Nexus 30 is business critical. The SLAs are having lesser Time-to-own and Time-to-Resolve for handling the incidents. Major challenges include:

- **Staffing**
 - Complex Application landscape Multiple skill domains / Technologies
 - Uneven workload Month-end / GPS staff change /
 - Post major release peaks
 - Skill balance across location
- **Global Operations**
 - Site specific expertise retention
 - Complete time zone coverage
- **Non Application 'Sustain' tasks**
 - Database / OS / Server dependency on uptime
 - Coordination with ITIO / WWIS / SAP IT / BPs / BPT / Third parties
- **GPS / BPT Stakeholder expectations management**

Impact/Value

- Enables effective cost mgmt., to achieve sustained best material cost
- Price masking for strategic commodities
- Adherence to contractual agreements,
- Manages price volatility
- Enables proper procurement spend aggregation & visibility
- Enables best required assurance-of-supply
- Supports PRM (Procurement Risk Management)
- Effective supply management
- Direct shipment from Original Design Manufacturers (ODM) to customers across international boundaries
- Inter-company invoices, Orders, Good Receipts Notices linked with Accounts Receivable
- Messaging and Integration solution
- Shipments, Orders, Returns, reverse transactions tracking
- Legal documents Sales Order, Purchase Order, Internal Order
- Generates required customs clearance documents for the customs brokers (Customs clearance documents in the formats required at the receiving countries)
- Get Pricing and Costing from different sources
- Receive notification - Purchase Order to ODM
- Receive Shipment
- Generate Invoices
- Trigger Buy/Sell process

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SEI-CMMI
Level 5