Healthcare Industry Enhances Efficiency with ERP Solution

Overview

Country or Region: India
Industry: Healthcare

Customer Profile
Founded in 2003, ICLEAN is an upcoming company providing cleanroom solutions to pharmaceutical and microelectronics industry.

Business Situation
ICLEAN needed a customizable solution that maximized operational efficiency.

Solution
With the help of Microsoft® Certified Partner, B2B Software Technologies Ltd, ICLEAN implemented Microsoft® Dynamics™ NAV 4.0 with SP3 to streamline operations and ensure the availability of updated data all the time.

Benefits
- Provides seamless integration and accelerates productivity
- Allows implementation methodology
- Ensures smooth communication, analysis and collaboration
- Provides online status
- Enhances customer satisfaction

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>
> Mr. K. Gopi, Managing Director, ICLEAN

ICLEAN, a Hyderabad based company, is a Clean room specialist that believes in providing clean environment with the help of its numerous products like wall panels, ceiling systems, door systems etc. With more than 150 skilled personnel on its rolls and an annual turnover of around U.S.$8 million, it has seen tremendous growth in a short span of time. The information without a (central database was spread across various functional areas and hence resulted in duplicity of data. The dissemination of information was also fragmented and analysis of information was difficult.

ICLEAN decided to implement Microsoft® Dynamics™ NAV 4.0 with Service Pack 3.0. The solution was implemented with the help of Microsoft® Certified Partner, B2B Software Technologies Ltd. As per IClean, the solution contemplated should capture all the existing processes avoiding duplicity of data and provide seamless flow of information. It should provide real time updated information, improve collaboration, integrate all the applications and assist the management in taking quick business decisions.

Situation

Based in Hyderabad, Integrated Cleanroom Technologies Limited (ICLEAN) believes in providing total cleanroom solutions. Set up in year 2003, the company has a built-up area of 22,000 square feet with fully computerized, state-of-the-art infrastructure, equipped with Computer Numerical Control (CNC) machines. It is perfectly geared to cater to the varying requirements and specifications of its customers. It has a committed team of 150 experts with rich experience in the pharmaceutical and electronics industry, who are familiar with the ever changing needs of the industries it serves.

Some of its products include modular wall panels, walkable ceiling systems, door systems, return air risers, cleanroom accessories, and flooring. Each and every product at ICLEAN undergoes stringent quality control tests, so that they subscribe to international standards. The manufacturing units have facilities that include quality control laboratory, powder coating booth, fabrication equipment etc. It is an ISO 9001:2000 certified company with the annual turnover of around U.S.$ 8million in the financial year 2007-2008. It aims to deliver the best in terms of quality and service.

ICLEAN was using a locally available accounting package based on Tally along with Microsoft Office, to cater to the daily operational needs. The disparate applications were neither able to streamline the flow of work process, nor were they able to track the work in progress, and quantity of finished products. Updating bill of material was a manual procedure leaving room for errors, not to mention the indolent process involved and time and efforts required to do so. There was no solution to undertake supply chain management (SCM). Challenges were involved in inventory tracking and production planning. One of the important aspects of ICLEAN is design releases which vary from project to project and as per the clients' specifications. To keep a track of these designs with release numbers and clients' specifications was a demanding task. Hence, an efficient solution was desired that could effectively keep track of all the design releases based on which panels are designed.

Additionally, managing all these tasks manually lacked proper planning and preparations, lots of time and efforts were involved not to mention the inaccuracies. Real time information on production and designs was also not available. Consequently the urgent need arose to switch over to an integrated solution that can simultaneously take care of all the operations. "Management at ICLEAN recognized the critical need to streamline the company's business process flow to maximize efficiency and capitalize on growth opportunities. In addressing these challenges, it weighed several options, and concluded on moving to a new enterprise resource planning (ERP) system," comments Mr. D. Narendra, Director Operations, ICLEAN.

Solution

ICLEAN studied various solutions available in the market to opt for the one that suits it the most. Looking at the advantages and disadvantages of all the solutions, it finally approached B2B Software Technologies Ltd, a Microsoft® Gold Certified Partner for the implementation of Microsoft® Dynamics™ NAV 4.0 with Service Pack 3.0. "ICLEAN chose Microsoft® Dynamics™ NAV 4.0 with SP3 for its desirable features, customization abilities and user friendly approach," explains Mr. K. Gopi MD, ICLEAN.

The solution was customized up to 20 percent to meet the functional requirements of ICLEAN. Customizations were mainly done

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in the areas of sales and production. Some of the unique customizations done were: panel tracking and releases, design releases, change note, dispatch schedule-installed steps, commercial invoice etc.

When a panel is ordered, it has its own specifications and design requirements. The structure is unique and no two panels have same features. At ICLEAN, a number of panels are designed at a time. Thus, there was an imperative requirement for a standard process to track and keep an eye on the stages of design and production along with a counter check facility with the design releases. Then the dispatch schedule was to be monitored along with the installation of panels at the desired locations, including installed stages.

"We took full advantage of the ability of Microsoft® Dynamics™ NAV 4.0 to be customized to cater to our specific requirements," comments Mr. K. Koteswara Rao, Vice President, ICLEAN. "Deploying this solution, we got the results we needed."

The implementation of the solution started in October 2007, and the solution went live in March 2008 as predicted by B2B Software Technologies Ltd. The solution was deployed at the company's manufacturing plant in Hyderabad. The modules implemented were, Finance, Fixed Assets, Sales, Purchase, Production, Inventory, Quality, Plant maintenance, Human Resource and Payroll, and Jobs and Resources.

The business infrastructure and support systems should be able to adapt to changes. Microsoft® Dynamics™ NAV 4.0 successfully manages these changes in business over time. It deals with market trends, customer preferences, supplier relationships, availability of labor and skills etc.

Benefits

With enhanced flexibility, new features and capabilities, Microsoft® Dynamics™ NAV 4.0 is a boon to improve operational efficiency and enhance customer satisfaction. It is a complete solution that improves business processes and management.

Provides Seamless Integration and Accelerates Productivity.

Microsoft® Dynamics™ NAV 4.0 allows seamless integration with Microsoft Office tools. The staff need not juggle with the applications. This feature ensures staff to work productively since they can access, use and share data and information without switching applications or reentering data.

"While working in Dynamics™ NAV 4.0 we can produce reports, documents and emails in Microsoft Office and create customized communication. Since the integration is simple, the training needs are minimized and productivity is accelerated," remarks T. Sree Kumar, Asst. Mgr (MIS), ICLEAN. The solution offers a variety of application enhancements to help the company to streamline business operations more than ever, with greater flexibility.

Allows Implementation Methodology

With Implementation Methodology, Microsoft® Dynamics™ NAV 4.0 with SP3 ensures efficient and consistent deployment. It provides a suite of tools for simplicity and future upgrades. It pinpoints exact information needed for smooth and quick working with minimal disruption to daily business activities. With implementation in phases, the system starts working quickly as per urgent needs and allows the migration of master data easily into the central database.

Ensures Smooth Communication, Analysis and Collaboration

Microsoft® Dynamics™ NAV 4.0 equips the company to work faster, smoothly and

smartly as a team, by connecting people, information and processes. Since the information flows smoothly across the organization, the managers are able to forecast and make accurate decisions.

"After the implementation of Microsoft® Dynamics™ NAV 4.0, business processes are faster and reliable. Data is centrally maintained", says Mr. Sree Kumar, MIS, ICLEAN.

Enhances Customer Satisfaction

Microsoft® Dynamics™ NAV 4.0 enables people to access and manipulate information in the system more quickly. So the company gets the right order to the right customer in less time, thereby providing better overall customer satisfaction.

"At the end of the day, we want to ensure total customer satisfaction," remarks Mr. K. Gopi, MD, ICLEAN. "With the implementation of Microsoft® Dynamics™ NAV 4.0, we are better equipped to provide information to our customers and at a higher quality than before."

For More Information

For more information about Microsoft products and services, call the Microsoft Sales Information Center at (800) 426-9400. In Canada, call the Microsoft Canada Information Centre at (877) 568-2495. Customers who are deaf or hard-of-hearing can reach Microsoft text telephone (TTY/TDD) services at (800) 892-5234 in the United States or (905) 568-9641 in Canada. Outside the 50 United States and Canada, please contact your local Microsoft subsidiary. To access information using the World Wide Web, go to:
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For more information about B2B Software Technologies Ltd products and services, call (91) (040) (23372522) or visit the Web site at: www.b2bsoftech.com

For more information about ICLEAN products and services, call (91) (040) (32913478) or visit the Web site at:
www.icleantech.com
(Best viewed in Internet Explorer)

About B2B Software Technologies Ltd

B2B Software Technologies Ltd was founded in 1997 by a trio of Atlanta-based software experts. These software experts shared a vision to create a professional services company devoted to helping companies improve their operations through the innovative use of Internet technology. Initially, the company concentrated on providing supply chain and e-commerce solutions for manufacturing companies. Over time, B2B amassed significant expertise into financial services and education. B2B leverages its business acumen and technology expertise to create and deliver solutions that work as promised, delivering bottom-line value to the companies and organizations that use them. As a result of the founders' laser focus on customer satisfaction, B2B has seen revenues grow by over 500 percent during the last five years, while maintaining a 100 percent customer satisfaction record.

Microsoft Dynamics

Microsoft Dynamics is a line of integrated, adaptable business management solutions that enables you and your people to make business decisions with greater confidence. Microsoft Dynamics works like familiar Microsoft software such as Microsoft Office, which means less of a learning curve for your people, so they can get up and running quickly and focus on what's most important. And because it is from Microsoft, it easily works with the systems that your company already has implemented. By automating and streamlining financial, customer relationship, and supply chain processes, Microsoft Dynamics brings together people, processes, and technologies, increasing the productivity and effectiveness of your business, and helping you drive business success.

For more information about Microsoft Dynamics, go to:
www.microsoft.com/dynamics

Software and Services
- Microsoft Dynamics
  - Microsoft Dynamics NAV 4.0 SP 3.0
- Microsoft Server Product Portfolio
  - Microsoft SQL Server 2000
  - .NET Framework 2.0
  - Windows Server 2003
- Microsoft Office System
  - Microsoft Office 2003

Hardware
- HP Make Proliant ML 350 G5 server
- 4 GB PC2-5300 RAM, Xeion 1.6Ghz processor
- 72 GB SAS 15K Hot plug HDD - 04nos(RAID 5)
- Windows 2K3 SVR ENT SP2

Partners
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