

## Enhancement to ERP software

### The Client

The customer is an ERP solution provider and a global supplier of mid-range enterprise software. Customer provides business applications to manage and manufacturing, finance, distribution, warehousing and human resource functions.

### The Challenge

Customer required enhancements to be incorporated to the existing product. This included adding new functionalities and development of external interfaces. The team was expected to meet aggressive timelines and at the same time, gain knowledge of the product to make the changes.

### The Solution

The enhancements carried out include an interface with the product for invoking it from within an intelligent call center system and enhancements for warehouse management module. New functionality for customer returns was incorporated. Several flat file and XML interfaces to external system were built. Dispatch system was introduced into the ERP. A mechanism to handle the obsolete stocks that involved a Radio frequency scanning device was developed by the team.

### The Benefits

The aggressive timelines set by the customer were met. The project was executed from the offshore development center in India, providing huge cost benefits and strategic advantages to the customer.

### The Technology