

CASE STUDY



US-based Staffing Solutions Provider Hires Ramco ERP on Cloud to Deal with Operational Complexities

Headquarters: Hanover, Maryland, United States

Industry: Professional Services - Staffing

Products & Services: Recruitment / Contract / Permanent Staffing,
Engineering Services, Engineering Product

CUSTOMER BACKGROUND

Someone has rightly said, “We may need to solve problems not by removing the cause but by designing the way forward even if the cause remains in place.” Somewhat similar strategy was adopted by the staffing solution provider when it decided to find a way forward to address its financial management related challenges by deploying Ramco ERP on Cloud.

Part of one of the world’s largest staffing services group based in US, the company’s operations in India provides solutions and services to a wide range of industries, to help them recruit contract and temporary assignment staff, hire professionals for permanent placement, and manage their workforce and control costs. The company has a headcount of 1200 regular employees, and 600 contractors. The company recorded a turnover INR 130 crore in 2011 and is expecting to reach the target of INR 170 crore in 2012.

Ever since inception, the company has strived to adopt solutions and practices that help it to grow at a prolific rate. However, two years back the company management felt that there were a few issues related to business process-automation that needed attention, urgently, as they were affecting the overall operational efficiency of the company.

THE JOURNEY FROM COMPLEXITIES TO EFFICIENT PROCESSES

The company was using Hirecraft solution for managing its recruitment function and Excel to manage finance-related tasks. However, these solutions were unable to address the complexity of its operations. The company has multiple types of billing cycles, such as 21/22/23 days (Weekends Excluded billing), Monthly billing, and so on, which make its processes complex. Apart from this, the company had to comply with multi-currency, multi-location and multi-statute scenario, since it is the Indian arm of a multi-national Group.

With its existing set of solutions, the company was finding it difficult to effectively manage tasks related to invoice generation and consolidation. This was affecting the overall operational efficiency of the company. Hence, the company’s management team decided to have a seamlessly integrated system that could enable end-to-end integration of its Finance-related functions with other processes so that the challenges related to data consistency and integrity, systematic and accurate report generation and availability of realtime data for enabling timely analysis could be addressed.

Once the company had made the decision to deploy ERP solution, it began exploring solutions offered by vendors such as Ramco Systems, SAP and Microsoft. The company wanted to deploy a Web/Cloud based ERP solution. After a long and well-considered evaluation, the management decided to go ahead with Ramco ERP on Cloud, a year back.

The company zeroed in on the solution mainly because deploying Ramco ERP on Cloud required minimal IT investments. Since the solution is delivered on a pay-per-use basis via software-as-a-service (SaaS) model, the cost of ownership is low and the IT costs for the company are well-defined and predictable.

Besides, there is no hassle of maintaining the system and keeping it up to date as full support is provided by Ramco to maintain and upgrade the system, on an on-going basis. The company also provides for security and backup of the organization’s data to ensure business continuity through its state-of-the-art security infrastructure. Ramco’s observes ISO 27001 certified processes and practices for information security at its data center for keeping its customers’ data highly secure.

The solution also supports multi-currency, multi-location and multi-statute scenario, which was the core expectation of the company from the solution. Ramco Systems also offered its BPO solution along with this solution, which the company required to streamline and strengthen its BPO operations.

THE ERP EFFECT

The implementation was carried out in a well-planned and phased manner so that the benefits of ERP start pouring in fast. The company wanted the solution for 20 users. It took a total of 11 months to implement the different modules of the ERP solution.

The solution fitted the requirements of the company like a glove. The company moved its business processes from multiple software solutions to a single unified platform. This has enabled the company to drive business efficiency across the board. There is transparency in business operations across processes and departments. Since the ERP is Cloud-based, the management can take realtime view of the business functions from anywhere, 24/7. The company management can handle and control multiple transactions across locations with instant access to data and MIS reports. Apart from this, there has been an enormous reduction in resource tracking time and elimination of duplicate data entry.

ERP THAT'S SUPPORTED END-TO-END

The management is satisfied with Ramco ERP on Cloud as it includes all the best practices followed by industry leaders. One of the key factors that have impressed the management, in particular, is the regular upgrades to the ERP system that Ramco Systems offers.

Ramco works on constantly evolving its products. New features based on market needs and demands are added, periodically, to keep the product ever green.

This allows users to use the product as it is and get enhancements in the product over a period of time instead of paying for costly customized development.

WHAT'S IN THE OFFING?

The company has set itself a target of achieving a turnover of \$ 100 million. To realize this goal, the company plans to leave no stone unturned. The management is happy that it has now been able to put its business operations on virtually a hands free mode and has gained more time to focus on core business strategies to drive growth. Going forward, the company is planning to deploy Ramco's solutions for Travel management, CRM and Employee Self Service to further strengthen its operational efficiency.

CAN RAMCO DO IT FOR YOU?

Of course it can! To find out more on how Ramco can answer your need, e-mail to **contactramco@ramco.com**.



QUICK FACTS

CHALLENGES & OPPORTUNITIES

- Handling multiple types of billings, such as 21/22/23 days (Weekend Excluded Billing) / Monthly Billing
- Managing invoice consolidation
 - Need for a customized and well-configured invoice generation solution

OBJECTIVES

- To meet the business division requirements through a single application that seamlessly integrates financials with sales, purchase and all other operations of the company

WHY RAMCO ERP ON CLOUD?

- A seamlessly integrated ERP available on Cloud
- Built on a sophisticated and advanced IT Platform
- Data is absolutely safe and secure
- ERP is hosted on the Web, which makes it accessible anytime, from anywhere
- Pay-per-use, annual subscription model, which makes the solution affordable

EXISTING ENVIRONMENT

- No effective system to handle the operations and financial management of the company, effectively

IMPLEMENTATION HIGHLIGHTS

- Quick go-live in 11 months
- Modules covered include: Finance Accounting, Accounts Receivable, Accounts Payable, Sales and shipping, Service Sales
- Process (Facility Management Services), Sales Opportunities, Purchase and Subcontracting, Management Information System, Management Accounting, Fixed assets

BENEFITS

- Unified view of operations
- Control over financials (invoice on right time with right figures, which has increased the cash flow)
- Access to MIS reports and realtime data, from anywhere, 24/7
- Compliance with international standards and statutory norms
- Data consistency and elimination of data duplication

Global office locations:

India

Corporate Office

Ramco Systems Ltd.
64, Sardar Patel Road
Taramani, Chennai - 600 113, India
Tel: +91 44 2235 4510 / 3090 4000
Toll-free: +1800 425 6667
e-mail: contactramco@ramco.com

North America

Ramco Systems Corp.
Crossroads Corporate Center
3150, Brunswick Pike, Suite 130
Lawrenceville, NJ 08648
Tel: +1 609 620 4800
Fax: +1 609 620 4860
Toll-free: +1 800 472 6261
e-mail: info-us@ramco.com

Canada

Ramco Systems Canada Inc.
World Exchange Plaza
45, O'Connor St., Suite 1150
Ottawa, Ontario, Canada, K1P 1A4
e-mail: info-us@ramco.com

Europe

Switzerland

Ramco Systems Ltd.
Lange Gasse 90, Postfach
CH - 4020, Basel
Switzerland
Tel: +41 61 205 2525/2509
Fax: +41 61 205 2590
e-mail: info@ramco.ch

United Kingdom

Ramco Systems Ltd.
Exchange House
494, Midsummer Boulevard
Central Milton Keynes MK9 2EA
United Kingdom
Tel: +44 1908 255 989
Fax: +44 1908 255 589
Mobile: +78 81911231

Germany

Ramco Systems Ltd.
Lyoner Strasse 14 60528
Frankfurt am Main Germany
Tel: +49 069 6655 4485
Fax: +49 069 6655 4100

South Africa

RSL Enterprise Solutions (Pty) Ltd.
No. 5, Walnut Road
2nd Floor, SmartXchange Building
PO No. 1228, Durban - 4000
South Africa
Tel: +27 31 304 0911, 0918, 0928
Fax: +27 31 304 3499

ASEAN

Malaysia

Ramco Systems Sdn Bhd
3 B - 15 - 7, Level 15 Block 3 B
Plaza Sentral, Jalan Stesen Sentral 5
Kuala Lumpur 50470
Tel: +603 2260 3978 / 4978
Fax: +6 03 2260 1978

Singapore

Ramco Systems Pte. Ltd.
10, Eunoss Road 8
#13-06, Singapore Post Centre
Singapore - 408 600
Tel: +65 6743 1513
Fax: +65 6743 1514

Australia & New Zealand

Ramco Systems Australia Pty Ltd
Level 1, No.18, Camberwell Road
Hawthorn East (Melbourne)
VIC 3123, Australia

Middle East & North Africa

Dubai

Ramco Systems Ltd.
Suite 205, 2nd Floor, BT Building
EIB-4, Dubai Internet City
PO Box 500235, Dubai, UAE
Tel: +971 4 3636784
Fax: +971 4 3636785

Dubai

Ramco Systems FZ LLC.
Office No.111, Building No. EIB-04
Dubai Internet City, Dubai

Sudan

RSL Software Company Limited
House number 306, Second Floor
Block 21, Riyadh, Khartoum, Sudan

Contact Office

Abu Dhabi

Ramco Systems Ltd.
CERT Technology Park
Block D - 15, Muroor Road
Al Saada Street Junction
PO Box 37973
Abu Dhabi, UAE
Tel: +971 2 4048642
Fax: +971 2 4462050

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For more information, you can e-mail us at contact@ramco.com or visit us at www.ramco.com

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