

# CASE STUDY

ramco

Ramco ERP facilitates a smooth run for a leading facility management company

Headquarters: Bangalore, India  
Industry: Facility Management

## ABOUT THE CUSTOMER

Being one of the leaders in an industry that is integral for the smooth functioning of most other industry sectors, is really no mean task. Imagine having all the things that you want but keeping them scattered in a haphazard fashion all around! Won't you feel frustrated, especially when you need something specific? This is the single most important reason why Facility Management companies need an ERP to iron out the creases. This is a business sector that provides services to customers to optimize their business operations in a way that will reap maximum benefits. So, having organized information and processes in place are a sure-shot way for bettering the business. But that is where the catch is! How can it be handled? Read on to know more.

## BACKGROUND

This particular client was formed as the result of a merger between two divisions - Hospitality Services and Total Solution Services. Over the years, it has emerged as one of India's top Facility Management companies.

The company focuses on delivering benchmarked and customized Facility Management services across various industries. It has over two decades of expertise and experience that has helped clients optimize individual assets and expenditures, thereby ensuring operational and infrastructural profitability.

Since its inception, the company has grown enormously. Today, it has over 800 customers and 18,000 employees across 35 cities in India. Though the company was making marked progress, something was deterring its smooth operations. The company realized that to handle the rapid growth, it had to adapt quickly and in a manner that was proportionate to its growth.

## NO ORDERLINESS, NO HAPPINESS

Assisting businesses in identifying cost-effective, practical solutions for managing, maintaining, renovating, and operating their facilities requires a lot of organization of facts and information, time and analysis. As information was unorganized, the company was unable to scale up on its growth. Several of the processes were poorly organized, and in some situations, even worsened by inorganic growth through mergers and acquisitions.

The company realized that an organized business process with a centralized financing system would provide a better level of understanding regarding the whole business. This was the root cause of almost all the

issues they had to face on a day-to-day basis. Organizing the entire business process and adopting a uniform set of best business practices was the need of the hour.

## A FULL-FLEDGED ERP THAT CAN TRANSFORM OPERATIONS

Identifying requirements was the first step. The solution that the company was looking for needed to fulfill the following objectives:

- Have in-built best business practices of a Facility Management industry
- Be robust, yet flexible to adapt changes
- Be highly scalable to accommodate their increasing number of manpower services
- Incorporate flexible enterprise modeling to account multiple legal entities and enable consolidation activities
- Handle uniform procurement and distribution through both centralized and de-centralized procurement models
- Reduce the disconnect between operations, billing and payroll, and thereby, reduce revenue leakages
- Reduce malpractices/errors through role-based in-built security
- Ensure on-time payment to reduce the attrition which is high in this industry

Once the needs were identified, what followed was an exhaustive analysis of vendors who could resolve these issues for them.

## AN ENRICHING EXPERIENCE WITH RAMCO ERP

The exhaustive analysis for identifying the most suitable vendor yielded results in favour of Ramco ERP. Ramco had both the domain experience and a product with rich functionality that had been developed specifically for the Facility Management industry. With this experience, the solution proposed to the company was almost a glove-fit addressing all their pain areas.

While in the process of implementation, the company was merged with a Mumbai-based Facility Management company. This meant adapting the best practices of both the companies. The highlight of the project was that Ramco Enterprise Series accommodated the merger effortlessly and thus demonstrated the product's capability. Then, there was no looking back!

Besides the flexibility that the Ramco ERP offered, it could accommodate the new acquisitions in its enterprise modeling engine, thereby reducing customization efforts.

The Ramco Enterprise Series could also solve the missing links between various functionalities. For instance, it could address the gap between business development and operations (through integrated contract management and operations modules), between business operations and payroll integrated site and employee-wise attendance, between business operations and billing.

## IT'S RAMCO ERP ALL THE WAY!

Ramco ERP has been able to address every single requirement of the company. It has been able to bring about on-time invoicing by integrating the contract management, operations and billing departments. It has also reduced the collection cycle.

The site-level profitability report has given the top management adequate visibility on how to plan and control the sites/branches/regions etc. Ramco ERP has also made it possible to calculate time and attendance by using biometric devices to gather inputs.

When the company decided to go from using a centralized system to a decentralized procurement system, it had a special condition – that the controlling of the finance system alone be centralized to efficiently handle the rapid expansion of their business. Ramco's solution was so flexible and scalable that it could support this scenario with zero customization.

The self-implementation model is far superior to the partner model. Ramco has spent time and resources on the project and is willing to partner with the company in order to realize the objectives of the implementation, considering the fact that process standardization and process orientation are still evolving in the company.

## 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](mailto:contactramco@ramco.com)**.





## QUICK FACTS

### CHALLENGES & OPPORTUNITIES

- Inflexible system that is unable to adapt to changes effectively
- No scope for scalability
- Lack of consolidation of activities, capability to account multiple legal entities
- Lack of a centralized procurement model
- Too much of disconnect between operations, leading to revenue leakages
- High probability of occurrences of malpractices because of inefficient in-built security

### IMPLEMENTATION HIGHLIGHTS

- During a mid-implementation merger, Ramco Enterprise Series could accommodate the best practices of both companies
- Flexible to accommodate acquired and merged companies in its enterprise modeling engine

### EXISTING ENVIRONMENT

Disorganized completely centralized system

### WHY RAMCO ENTERPRISE SERIES

- Solution developed specifically for the needs of the industry sector
- Testimonials from other customers who had reaped the benefits

### OBJECTIVES

- Encapsulate the best business practices of a facility management industry
- Highly scalable to accommodate their increasing numbers of manpower services
- Flexible enterprise modeling to account multiple legal entities and enable consolidation activities
  - Handling uniform procurement and distribution through both centralized and de-centralized models
- Reduce the disconnection between operations, billing and payroll, and thereby reduce the revenue leakages
  - Reduce malpractices/errors through role based in-built security
- Streamline processes such as employee payroll, invoicing, debtor reconciliation etc in order to drive efficiency and efficacy

### BENEFITS

- Scheduling and deployment of resources easily
- Reduced attrition rate because of proper payments
- On-time invoicing due to integrated contract management, operations and billing departments
- Reduction of collection cycle because of correct invoice
- Enhanced visibility from the site-level profitability report
- Support with zero customization
- Easy management of time and attendance
- Complete integration of value chain processes, leading to efficiency

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 [contactramco@ramco.com](mailto:contactramco@ramco.com) or visit us at [www.ramco.com](http://www.ramco.com)

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