

Ram Engineering and Controls (REC)  
reaches smooth online system and  
reduced cost for manpower and material  
with Aswini IT



## SAP Business One Implementation

### Executive Summary

AswiniTech customized and implemented SAP B1 for UPS and power systems manufacturer Ram Engineering and Controls (REC) based in Hyderabad. This resulted in improved customer satisfaction and improved material and manpower planning. Below is a summary of client requirements and Aswini IT's SAP solution implementation.

*"Testimonial Goes Here Please  
Provide"*

## Challenges

The client wanted to have smooth online systems for handling business processes and upgrade service capabilities, to become a vital player in power electronics market. The key problems indicated to Aswini IT's team were:

1. Delays in production due to glitches in manual material planning.
2. Efficiency problems in manpower planning.
3. Absence of a good customer service portal.

## How Product Helped

After careful consideration of client's problems, Aswini IT's experts implemented SAP B1 to improve the productivity and customer satisfaction. An overview of the implementation procedure is following:

1. **Business understanding:** The business consulting team brainstormed with the client's engagement team and identified production scheduling and after sales services as critical business needs. Eliminating delays in payments and material resource planning were also identified as priority needs.

2. **SAP implementation:** The technology team took up the challenge to develop solutions for problems vital to the identified business needs. Solutions were developed to have close check on orders, scheduling, inventories, delivery times, status updates, customer support, invoicing and payments. Sales module, Finance module and Customer service module were fully implemented and customized according to client's needs. Staff was also provided initial training to use the new systems.

3. **Dashboards and documentation:** Dashboards with important sales and stock parameters were developed to help higher management in taking quicker decisions. New online system ensures automatic detailed documentation of all the processes reducing dependence on individual workers.

## Results, Return on Investment and Future Plans

1. Improvement in production and delivery times.
2. Reduction in material and manpower overheads owing to improved scheduling.
3. Improvement in customer satisfaction after online complaint and feedback management system.
4. Faster invoicing and payments.

After SAP B1 implementation and smoothing of operations, the management is mulling over plans for nationwide launch of some its products.