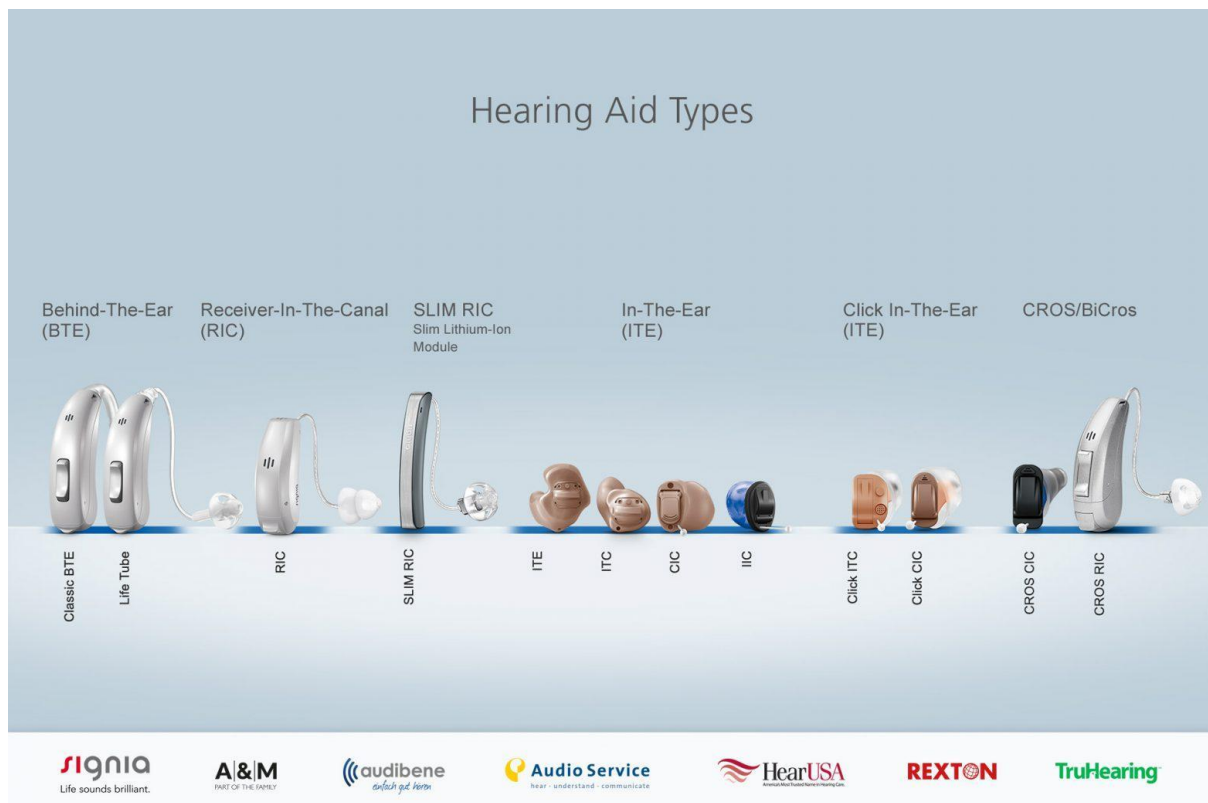Title – Infor LN Global Rollout & Harmonization

Sivantos is a leading manufacturer of hearing aids. Sivantos was formerly known as Siemens Medical Instruments Pte Ltd. The client was established in Singapore in 1974 and is the worldwide manufacturing and logistics Centre for an Audiology Group which is at the forefront of audio logical innovation for more than 100 years, holding a strong number one position in the market. They manufacture various kind of hearing aid.

Banner Image – something like this

Description –

Under ONE ERP strategy, Sivantos wanted to implement Infor LN in all the sites across the globe.

Challenges:

There were few challenges in implementing ONE ERP across the sites like:

- Sites having different ERP: There were 20+ sites present waiting for ERP implementation, but most of the sites were having their own local ERP so this was a challenge to bring them to a single ERP platform, this could be a time consuming with existing Team.
- Parallel Implementation: Due to more number sites management decided to achieve ONE ERP platform by implementing Infor LN to three sites at a time. Three parallel implementation decision was taken considering geographic location like one country from Asian region, one from European & one for US/Canada/Mexico.

- <u>Limited Resource:</u> Above-mentioned strategy expected multiple resources externally as well as internally in IT. But they were having limited internal resources & releasing them from day to day operations was very difficult or almost impossible as business cannot be compromised because of new IT initiatives.

<u>Solution</u>:

In order to handle all above challenges, they decided below approach:

1. <u>Global Template development</u>

Sivantos decided to start a global template project in which all the solutions can be developed considering global business requirement, mapping & emphasizing on processes Harmonization.

2. <u>External Resources support</u>

As, running business operations - should not get impacted due to this new IT initiative of ONE ERP, Sivantos decided to engage external resources.

NicheBees as Preferred Business Partner

Sivantos decided to engage nicheBees as their trusted Business partner to overcome their challenges in ONE ERP project. This was an opportunity for nicheBees to show their commitment towards Sivantos & helped them in overcome the challenges.

Sivantos picked resources from nicheBees for below areas:

- Global Template Project
- Roll outs

Based on suggestion of nicheBees, Sivantos involved nB resources in various areas like Global Template development project, Rollouts teams with Technical (Basis) Support.

Why nicheBees?

NicheBees as a trusted business partner - helped Sivantos in various IT areas. The veteran resources from nicheBees worked with client as an extended arm with a greater knowledge & flexibility. Resources also played important role by "filling up the gap" & "becoming bridge" between Product vendor and Sivantos Business Users. During engagement resources worked under different projects:

<u>Global Template Project:</u>

A pool of nicheBees resources engaged by Sivantos group in global template project, these resources helped client with:

- Involvement in vetting FBR (Solution Document) provided by Product company
- Testing Solutions delivered by the vendor (Product company)
- Raising Jira ticket for Bug fix & get it done by Product vendor by periodic coordination/communication
- Coordinating on various Processes related documentation with various department like PGO (Process Governess) SSD, SCM & Finance
- Demo/Training of solutions to Process Governess & Business Users

- Helping Roll out teams in terms of Demo & setup for newly developed solutions
- Backward compatibility testing before any New solution deployment to production servers

Rollouts:

One pool of Resources engaged by Sivantos was allocated to Roll outs, those resources helped client with:

- Companies setup
- Solution installations in all environments
- Solution (Global) Explanation to Business
- Gathering Business Requirement (Local)
- Mapping & implementing Local solution if any
- System Setup
- Training to Users
- Report developments
- Cutover Strategy & execution
- Successful Go-Live
- Post go live support

Result Image – Something like this