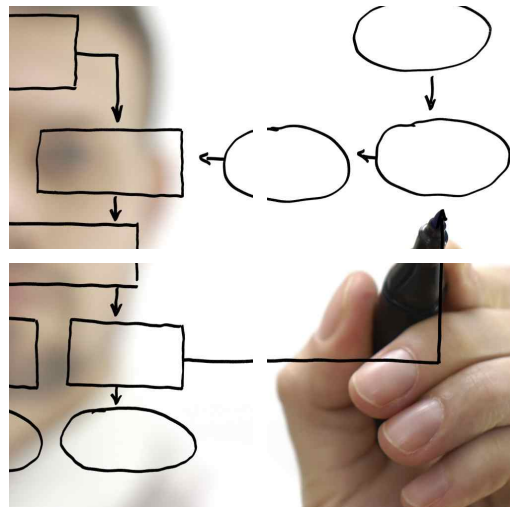


Our Business Knowledge, Your Winning Edge.



ERP Usage Assessment

The effective use of Information Technology (IT) has become both strategic and critical to most businesses. However, despite extensive deployment of IT across organizations, there remain questions about the value derived from these investments. For example:

- Is your IT aligned with your Business Goals?
- Are the Business Processes in your organization adequately supported by IT?
- Are you spending enough/too much on your IT?
- Are you leveraging your IT investments?

Realizing value from investments on IT is a challenge that many large enterprises face. Benefits from IT flow from alignment of IT with business goals/strategy and intensive usage of enterprise IT applications. To understand its impact on business, and to answer some of the questions above, it is important that enterprise-wide IT Usage is measured - since what is measured can be improved.

Based on the belief that adequate coverage of business processes by IT, integration of various IT solutions, and alignment between IT and the Business Goals are good indicators of the effective IT usage, L&T Infotech offers a structured service - ERP Usage Assessment, to measure and evaluate usage of IT at enterprise level.



The focus of this service offering is to measure usage of Enterprise IT Applications - mainly ERP and its associated applications. L&T Infotech has developed a unique

methodology for IT usage measurement, based on its deep association with managing IT at its parent company, Larsen & Toubro Limited. This methodology is tried, tested and refined over a period of time, in consultation with the Indian Institute of Technology (IIT), Bombay, an internationally acclaimed academic institute.

ERP Usage Assessment Study – the Methodology

Business goals of an enterprise are achieved through efficient execution of various business processes across different business functions. These business processes are in turn a collection of several tasks or activities and may have dependencies within each other, directly or indirectly. It is therefore important that these business processes seamlessly integrate with each other as required.

Our methodology focuses on these business processes and the tasks and activities that govern them. The detailed flow of our approach is depicted in the figure below.



Our web-based survey tool, ARISE facilitates the automation of the whole process and generates quantitative and qualitative reports. Consultants from L&T Infotech analyze these standard reports, and use their functional knowledge and domain experience to identify possible issues and recommend possible steps / actions for improvement.

“ ”

This study helped us to further exploit our investment in SAP ERP for gaining more business value and greater user satisfaction.

- Vivek Madan, Chief Executive-L&T Case Equipment Pvt. Ltd.

Scope of Assessment

- Measure the extent (depth) of usage of the enterprise system for each business process
- Measure the breadth of business processes covered by the enterprise system
- Identify areas not covered / supported adequately by IT
- Identify reasons for poor / low usage in any business process or activity
- Compare usage patterns across departments (functions)
- Identify pain areas from end-user perspective

Benefits

Our recommendations provide instant and long-term benefits to enterprises by improving system usage and better aligning IT along business lines. Our recommendations enable organizations to

- Identify quick-win opportunities
- Initiate focused efforts to enhance usage and coverage
- Eliminate or reduce pain areas, thereby increasing end-user satisfaction
- Increase cross-functional learning opportunities
- Identify training needs for employees and finally,
- Act as a useful input for planning IT Strategy and IT investments for the future



CASE STUDY

Client

One of the largest EPC companies in Asia

Challenge

Low Usage / poor effectiveness of the implemented ERP

Solution Highlights

- Functional Coverage of ERP across 7 functions / 800 users
- Identified critical processes with inadequate IT coverage
- Detailed Causal Analysis of variations

Key Findings

- Discrepancy in usage pattern: at one business function the usage was 67% while at the other a meager 23%
- Resistance in system usage because of complicated GUI

The Benefits

- Triggered SAP Functional upgrade
- Simplified User Interface
- Sharing of best practices across Business Units

