Case Study

World Leader in Building Materials finds reliable and long-standing partner in LTI
Client

The client is the world leader in building materials. Truly global, the company’s business comprises three key divisions- Cement, Aggregates & Concrete, and Gypsum.

Challenges

The client’s North America unit, which had a JD Edwards-based IT landscape, decided to upgrade the application from B7333 to OneWorld-xe. The client found itself within an IT environment that was complex and dependent on multiple and disparate systems to meet the requirements of different business units.

- The cement division had Oracle-based landscape
- The Gypsum division used JD Edwards
- The Aggregates & Concrete division used Lawson & JD Edwards
- The Roofing division used SAP, creating information within the enterprise
- Management of such a complex IT environment with multiple vendors

LTI Solution

Our association with the client began in 2002, with the upgrade of the JDE application for their North America division. LTI established an offshore ERP Competency Center to streamline development work, enhance efficiency levels, and channel T-One Design & Implementation related customized developments. One of the major goals of this center is to identify emerging technologies and leverage them to improve the customer service. Presently, the center leverages our onsite-offshore delivery model to provide a host of services, including:

- Application Support & Development
- Rollout with localization in South Africa, Malaysia, Poland & Spain, UAT conducted across 44 countries
- Assistance in mapping and supporting the custom requirements of the client
- Assistance to the client’s French division in implementing a global template for multiple locations across Europe, Asia and Africa
- Reengineering of billing system
- Gap analysis of Q2C System
- Production support in Canada
- Study of Lotus Notes for offshore support
- Production support for Oracle database and Business Objects
- Project & Program Management for various initiatives across 16 countries
Value Delivered

We developed several tools & templates to improve efficiency of various processes, and to accelerate the processes of integration and consulting. These include:

- **Best Practices Kit**: This is a set of templates to improve processes and provide best industry practice templates.
- **Secured File Transport Gateway**: This is used to integrate SSH with web methods.
- **Integration Improvement Tracking Audit**: This is used to track the improvement of system usage over a period of time.
- **JPACK**: For complete automation of package assembly, build, deployment, and promotion, completely eliminating manual intervention in the package handling process.
- **JACRT**: To compare and update all JDE configurations (PO, Data Selection, Data Sequencing, JOB Queue, UDC, System constants, DMAIs, etc.) across releases and instances.