

Saudi Arabia's Leading Manufacturer & Supplier of Industrial Gases Enhances Productivity by 25% with Infor LN Managed Support Services

01 **5+** Dedicated Resources for 24/7 Support

02 **25%** Boost in Ticket Resolution

03 **5-year** Managed Services Contract

04 Resolution of **250+** Tickets Monthly

CLIENT BIO

- Established in 1954 as a leading manufacturer and supplier of industrial, medical, food, and beverage-grade gases in Saudi Arabia
- Has a nationwide presence with HQ in Jeddah and bulk production and distribution facilities in Riyadh, Dammam, and Jeddah

SITUATION

- Client faced significant challenges with their existing partner's service quality, hindering business growth
- They were looking for an expert partner with proven experience in managing large-scale Infor projects
- Required expertise included seamless rollouts, ongoing support, integration, migration, and resolution of complex, high-priority tickets

IMPACT

- Insufficient resources for the maintenance and support of Infor LN 10.6, leading to various challenges
- Lack of customized processes tailored to business operations
- Increasing number of unresolved tickets
- Time-consuming and complex processes resulting in reduced productivity
- Inability to integrate with third-party solutions to enhance efficiency
- Absence of a systemized approval mechanism to monitor operations

Solutions Offered

After thorough evaluation & capability check, our clients have signed a 5-year managed services contract covering rollout, support, integration, customization and add-on development for Infor solutions with below benefits:

- Resolution of 250+ tickets monthly
- 25% improvement in ticket resolution
- Customization of processes to manage inbound and outbound transactions on a single screen
- Development of an Authorization Management System
- Integration with third-party solutions like Taxilla for e-invoicing and TrackAbout for asset tracking
- Comprehensive Infor LN training for employees to boost productivity
- Availability of detailed collaterals for easy understanding of products and their various functions

Discover how you can improve operational efficiency and maximize the value of your Infor investment with our expert managed support services.

Connect with us infotech@godrej.com