



Having real-time access to comprehensive manufacturing operations is crucial for efficient product development and process automation is key in the digital era.

**>65%**

Effort saving

**100%**

Automation

ITC Infotech is a leading global technology services and solutions provider, led by Business and Technology Consulting. ITC Infotech provides business-friendly solutions to help clients succeed and be future-ready, by seamlessly bringing together digital expertise, strong industry specific alliances and deep domain expertise. The company provides technology solutions and services to enterprises across industries through a combination of traditional and newer business models, as a long-term sustainable partner.



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# Integrated PLM with SAP And xECM

Global Technology Leader that is advancing a Sustainable Energy Future



## CHALLENGE

- The customer wanted automated real-time sync with the SAP system and xECM for documents. The existing process was manual and slow with the possibility of manual error, thereby resulting in low ROI
- To improve the scalability, performance, and synchronization of data between the systems a seamless Integration Process is required

## SOLUTION

- Fully automated synchronized integrated planning solution on MuleSoft brought together strategic planning, operational planning, and execution planning
  - MuleSoft read data from PLM which enabled event-driven decision-making, then the data was synced with SAP, and acknowledgment was sent back to PLM This closed the loop feedback process for future cycles by maintaining transaction tracking
- Encryption of sensitive data to enhance the security of the solution

## RESULTS

- 100% elimination of manual processes through automation
- Zero wait time for process execution
- Real-time synchronization between the systems
- > 65% Effort reduction in error diagnosing through automated capture of the cause of failure
- Reliable and scalable solution