

# Global Applications & BI Support, BI Development and Business consulting services

Largest Berry Growing company in the world



ITC Infotech is engaged with the customer in providing business and technology consulting services, application development and maintenance, data engineering, reporting and analytics across R&D, Nursery, Supply Chain, Quality assurance, Grower Settlement and Finance.

**100%**

Delivery compliant with KPIs

**6/7**

iCSAT Experience index

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.



[www.itcinfotech.com](http://www.itcinfotech.com)

## CHALLENGE

- Disparate applications landscape
- Highly customized ERP environment
- Data exchange failures due to high degree of integration

## SOLUTION

### Finance & SCM, Grower Settlement

- Successful execution of month end and year end process
- Established tools and processes for faster BY WMS implementations
- E2E ownership of supporting Grower settlement process
- E2E ownership of supporting all ERP applications across Americas, Europe and China
- Work closely with business stakeholders to simplify the customizations

### BI Support & Development

- Supported more than 500 SSRS report modification and updates
- Upgrade more than 500 SSRS report to support DAX ERP implementations
- Analytical and Management Report development using Tableau Platform
- AWS Data lake development
- Developed Financial Data Warehouse to support financial closing and global Consolidation and reporting

### Business Consulting Services

- Application assessments to address performance issue and provide recommendations
- Played Lead BSA and solution architect role to deliver high focused projects (CEP, Balance Scorecard, Grower Settlement, Claims Management, Financial Data Warehouse etc.)
- Addressed business process issues and delivered solutions

### Support Services

- Proactive application monitoring
- 24x7 support for 3000+ users delivering incident management, problem management, change management and Service request management
- Coordination with third party apps vendors

## RESULTS

- End to end service delivery ownership
- Average ticket reduction by 25% in the area of Grower Settlement, Year-End closing process
- Y-o-Y ticket reduction of 8-10% through automations and other continuous improvement initiatives
- Successful contribution and delivery of transformation projects by ITC SMEs
- Improved decision making leveraging real time information & identifying opportunities to grow sales, increase margins