



# INFOR LN MOBILITY EXTENSION FOR A FOOD AND BEVERAGE DISTRIBUTER

## CLIENT OVERVIEW

Our client is a multinational retailer and second largest bottler of PepsiCo products; manufacturing, bottling, distributing and selling over 70 million cases per annum of wide range of carbonated soft drinks, fruit juices and bottled water products in the Middle East region. Our client is responsible for sales and distribution of more than 120 stock keeping units (SKU's) and has a huge set up of 3 manufacturing plants and 22 distribution centers spread across the Middle East Region. The distribution is carried out via 9 sales channels, using more than 750 vehicles operating six days a week. With this extensive network, our client is setting new directions for flexibly serving the market with customized services in the given area.

## KEY REQUIREMENTS

- Auto generation of the customer visit lists on the field service technician's device daily which gets updated in real time
- Segregation and allotment of the list of service orders and customer locations for each personnel
- Tracking the field service technicians on the move.
- Synchronization of service orders with Infor LN at any desired time
- Verification and updates of the service orders, comprising annual maintenance contracts as well as customer complaints in real time
- Development of online and offline modes of operation for mobile application.

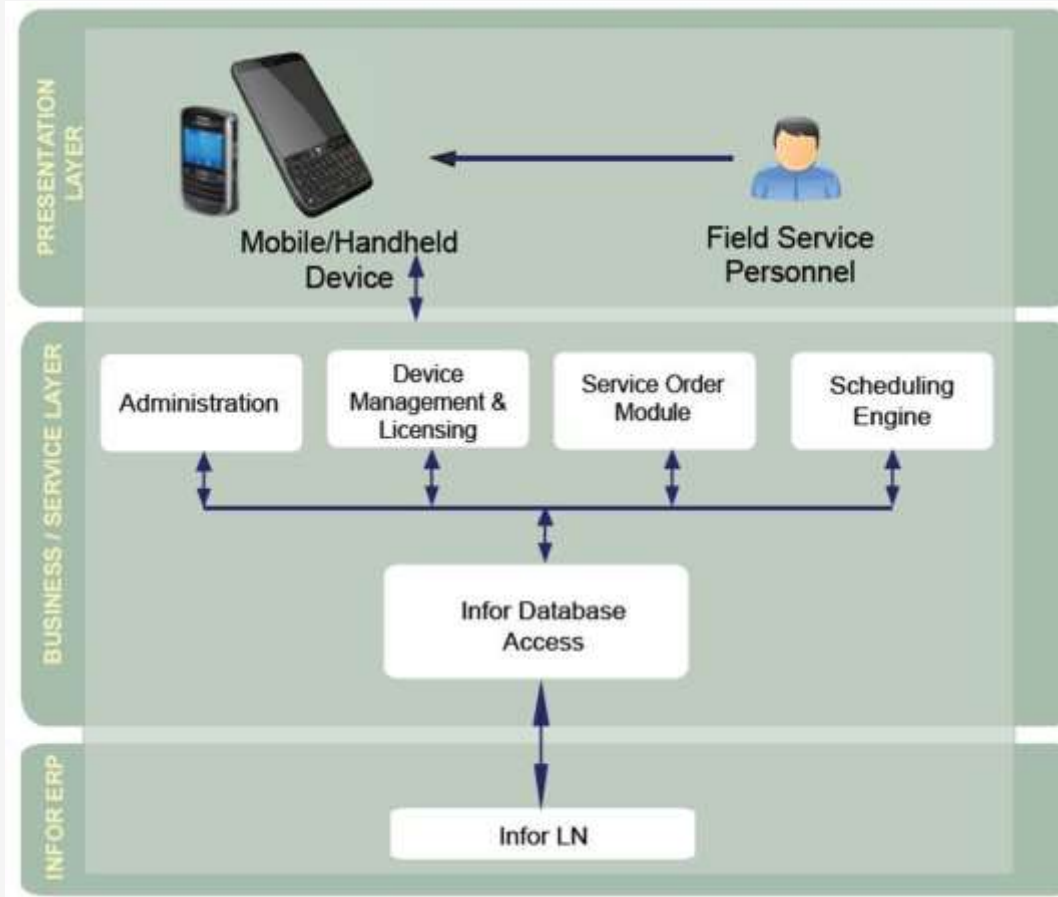
## KEY CONTRIBUTIONS

- Designed and developed standard Infor Adapters for seamless connectivity with the existing database to retrieve the customer enquiry forms in a defined format.
- Used Open Standards based Xoriant Mobility Server (XMS) which provided the foundation for integration between the field mobile applications on various mobile platforms and client's Infor LN system.
- Designed and created a standard digital template to segregate the customer visits for annual maintenance contracts and complaint enquiries which allowed easy collection of the activities area wise for allotment to respective field service personnel on an everyday basis.
- Standardized forms used by field technicians for recording their customer-visits, which were fed to the Infor server in real time, thereby allowing synchronization of the master and transactional data any time with user defined validations/filter/criteria
- Developed a Scheduling Engine for merging all the information from service personnel and managing a complete inventory check on real time basis to maintain efficiency.
- Embedded a location based tracker by adding a chip to the Infor LN server to locate each field service personnel to update the service orders list on his handheld device.
- Implemented a real time alerting mechanism for providing updates to the field personnel. Provided a complete online as well as offline modes of operation by allowing the field service personnel to access the cached data , process the service orders and synchronize back the data later in case of no/low connectivity areas.

## KEY BENEFITS

- Increased client's field service revenue and profitability by 20%
- Extended the reach of Service Order module beyond client's enterprise platform to the mobile devices
- Improved Customer Service by 15-20% which was end goal of our client, by allowing field personnel to access Service data and take additional orders on the fly.
- Reduced costs by 30% due to elimination of paper work by auto synchronization of data between field service personnel mobile application and Infor LN.
- Increased the productivity of the field service personnel by 20% with optimal and dynamic tracking and handling the new Service requests on the move

# HIGH LEVEL ARCHITECTURE



## TECHNOLOGY STACK

- Infor ERP
- Java J2EE server
- Windows Mobile device



### About Xoriant:

Xoriant Corporation is a Product Development, Engineering and Consulting Services Company, serving technology startups as well as mid-size to large corporations. We offer a flexible blend of onsite, offsite and offshore services from our eight global delivery centers with over 2000 software professionals. Xoriant has deep client relationships spanning over 25 years with various clients ranging from startups to Fortune 100 companies.