Business Process Transformation for a Leading Aerospace and Defense Company

Overview

'Project Parivartan' is a full-blown enterprise transformation exercise hopefully driven by a refreshed, centralized ERP that provides a solid foundation for future growth. This exercise, intended to streamline and standardize business processes across the organization and adopt one of the world's best practices used in similar industries.

Client Background and Challenge

The customer is a leading aerospace company under the Government of India's Ministry of Defense, with proven capabilities in R&D, manufacturing and maintenance of fighter aircraft, trainers, transport aircraft, helicopters, their engines, and related systems.

The defense organization has a decentralized model of IT infrastructure/application service delivery to support diverse production/design needs. Due to large part to decentralized IT landscapes, there are differences in methodologies for executing and monitoring business processes across companies. Industrial and financial systems (IFS) applications implemented de-centrally. It is based on a client-server architecture with **approximately 9500 users** across the company. Applications developed in-house, used in areas such as performance evaluation, benefits, incentives, and facilities management. uses business intelligence tools, document management solutions, advanced planning, and scheduling software.

Key Challenges

- Evolving business scenarios include sustaining competitiveness and customer focus.

- Disaster recovery is impractical due to decentralized implementation.

- Lack of functionality causing delay in procurement and outsourcing at vendor end.

- Lack of efficient planning and scheduling.

- Lack of standardization due to heterogeneous system.

- No virtual connectivity to provide real-time requirement/specification change alert to vendors.

Our Approach and Solution

Single platform application solution from IFS to centralized ERP process and data integration with applications such as project lifecycle management (PLM), attendance system, and non-ERP application to provide enterprise-wide visibility of relevant information and bridging digital disconnect across business units.

This will provide standardization, rationalization and integration of business processes and systems across the defense organization to deliver business value, through consolidation of data and rationalization of processes to achieve operational excellence.

The features of the solution are:

- Certified IFS (ERP) infra, with scalable architecture

- Multi-tier architecture with each tier security

- Infra that supports 99.99% system availability

- New edge technology for scalability

- Approximately 20% of power saving for sustainability

- Components level redundancy, with no single point of failure

- 100% size upscaling for server and storage

Business and Community Impact

- 60% boost in customer experience

- Enhance sustainability by achieving approximately 20% power saving

- Achieved up to a 75% reduction in acquisition and operational costs

- Highly scalable platform with additional 20% headroom for another 5 years

- 99.99 % uptime with active-active setup and no single point of failure

- 4% YoY reduction in incidents and break-fix case volumes by focusing on process improvements and functionality stabilization

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