

Use process mining as basis to modernize ERP, **transforming supply chain operations**



Standout Case Study

2023

Manufacturing

North America



Opportunity

Vinmar is a marketing and distribution company focused on plastics and chemicals. They were looking to transform their supply chain operations to drive business growth, with a specific goal of overcoming the limitations of their legacy ERP system. The client noted significant friction between their back-office operations in India to process orders and invoices originating from their markets globally.

Vinmar chose Tech Mahindra, a provider they had not worked with before, for this work based on their expertise in process mining.

Imagining IT Differently

Tech Mahindra developed a solution, while using process mining to identify improvement areas. Their work involved:

- Integrating with existing ERP and connecting it to multiple IT systems and bespoke applications.
- Optimized key processes including payments, sales order invoicing, and credit processes.
- Developing a system to monitor transactions in real-time and generate data insights to inform business decisions.

The client reported this solution was critical to help them maintain a competitive advantage.

Future Made Possible

Tech Mahindra's solution successfully addressed the issues in their supply chain operations.

Following this implementation, Vinmar is on a track to hit their ROI goals around the solution. With their overall efficiency improved, this has also helped free up staff to focus on more important tasks, presenting an opportunity to improve overall productivity.

According to ISG, this case study is an example of the use of process mining in a transformation program, resulting in efficiently managed business processes.

