

Creating a Unified Solution for a Large Coal Production Company



Overview

The client is a large coal production company in India and the single largest coal producing company in the world. It operates through 83 mining areas spread over 8 provincial states of India. The Tech Mahindra solution involves implementation of integrated coal supply chain on SAP ERP for client head office and two of its subsidiaries along with state-of-the-art hospital management systems in 21 hospitals. This also includes interface with external agencies including Indian Railway, PSU and private banks, GST portal, Government of India e-market place and coal sale auction sites.

Client Background and Challenge

The primary challenge was to have a unified solution acceptable to 175 subject matter experts and 1,000+ core team members across 8 subsidiaries in the design phase. Following this, the solution had to be implemented and operationalized at 3 companies and 88 producing mines for 4000+ users. It involved more than building a solution, setting up a roadmap, and selling the solution to individuals while keeping the focus on the top management. Complying with the norms of submission and acceptance of the project deliverables through quality review by project heads of coal companies and external advisors followed as the next challenge.

Our Approach and Solution

- ▶ Conducted workshops and finalized the global business blueprint document for client and its 8 subsidiaries
- ▶ Prepared and submitted the technical report on the cloud data center and helped client build one of the largest data center on private cloud
- ▶ Partnered with the organizational change of the client through continuous awareness and branding of ERP across all stakeholders
- ▶ Conducted integration and user acceptance test over a period on both online and offline mode.
- ▶ Trained 4000 users over 5 days to be familiar with SAP before go-live.
- ▶ Provided 1 year of hyper-care support to client and 2 of its subsidiaries.
- ▶ Helped the client to close their financial books for 4 successive quarters and the financial year 21-22 with the ERP support
- ▶ Addressed the issues of attrition of the senior resources through the extensive upskilling and on job training of the junior resources and new recruits

Business and Community Impact



The ERP implementation solution will help the client secure the energy security of the country through optimization of the coal supply chain, prevention of pilferage, and providing visibility into demand and supply.



The solution is significantly reducing the cycle time of contract to cash cycle through API and SFTP Integration with banks, railways, road weighbridges and entry of results from third-party laboratories for automatic generation of debit and credit notes.



The real time production reports and inventory visibility will help in planning the production and reduce the stock reporting from 6 days to minutes.



The solution will help the coal and power ministry to monitor the production, and distribution and quality of the supplied coal in real time through integration with government applications and portals.



Significant reduction in the processing of e-auction for coal sales through integrations and automation of the entire process chain.



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