

# Mahindra Consulting Offers

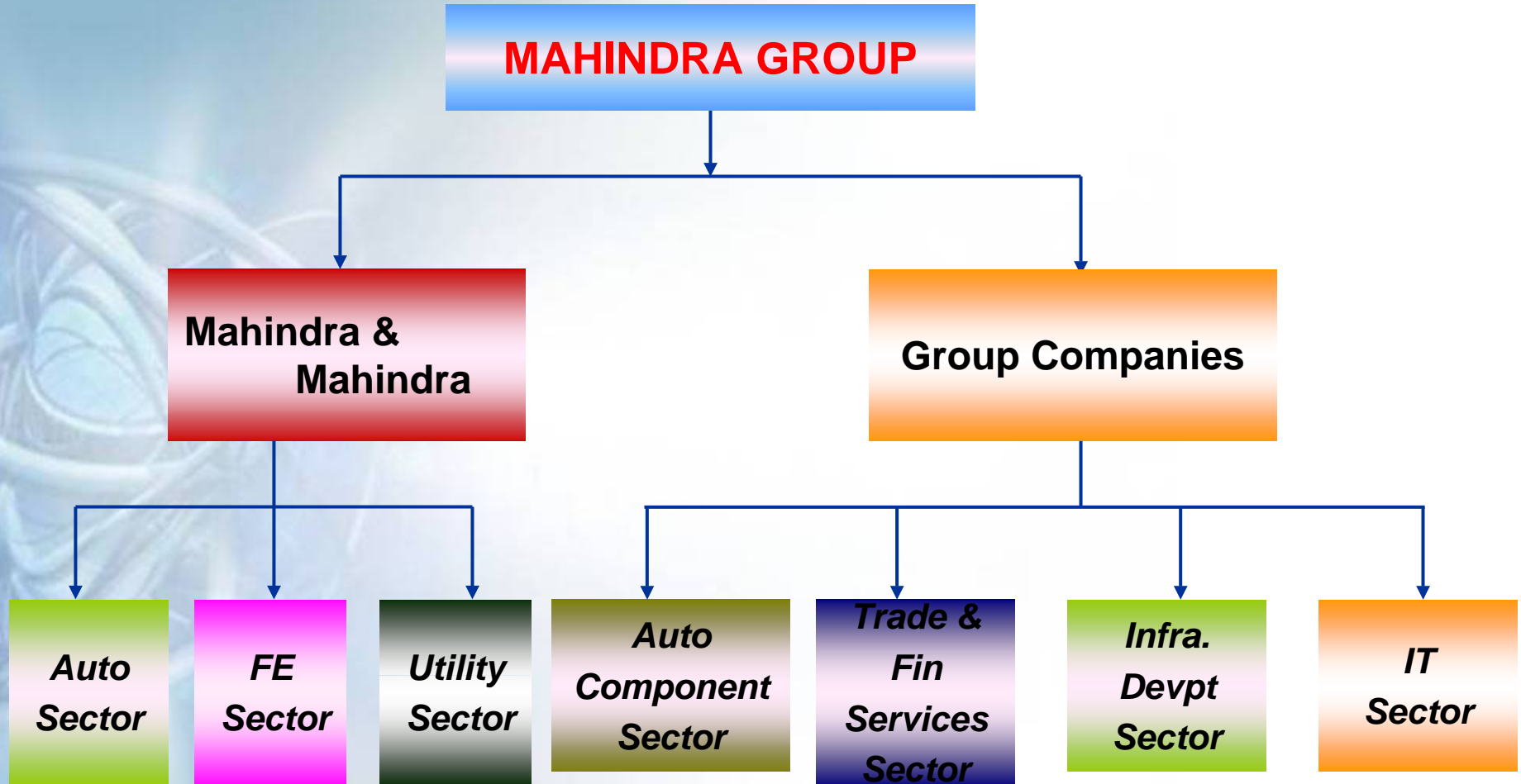


For Optimal IT Solutions

# Sequence

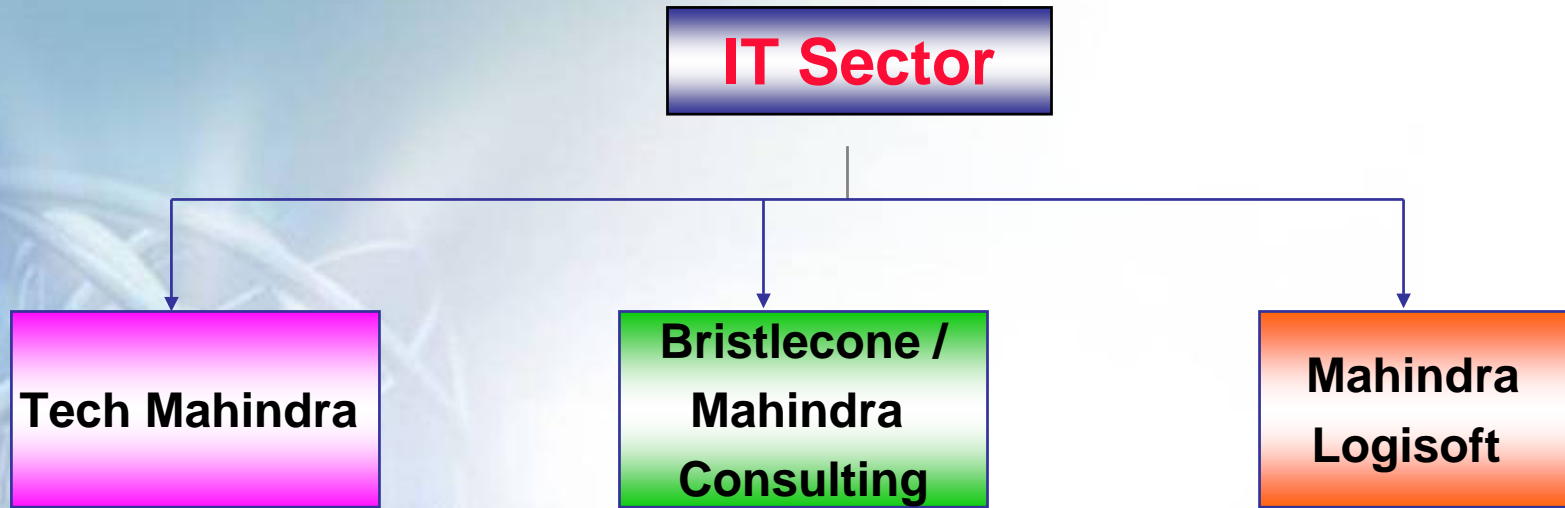
- ✿ Group & Company Profile
- ✿ Service Offerings
- ✿ Capability/ Competency Map
- ✿ Delivery Methodology
- ✿ Customers

# Mahindra Conglomerate



***Mahindra Consulting is part of IT Sector of \$6.0 bn Mahindra Group***

# Mahindra IT Sector



*Since 1989*

Software Consulting, Development and Integration

*Since 1996*

Enterprise Applications Development and Support

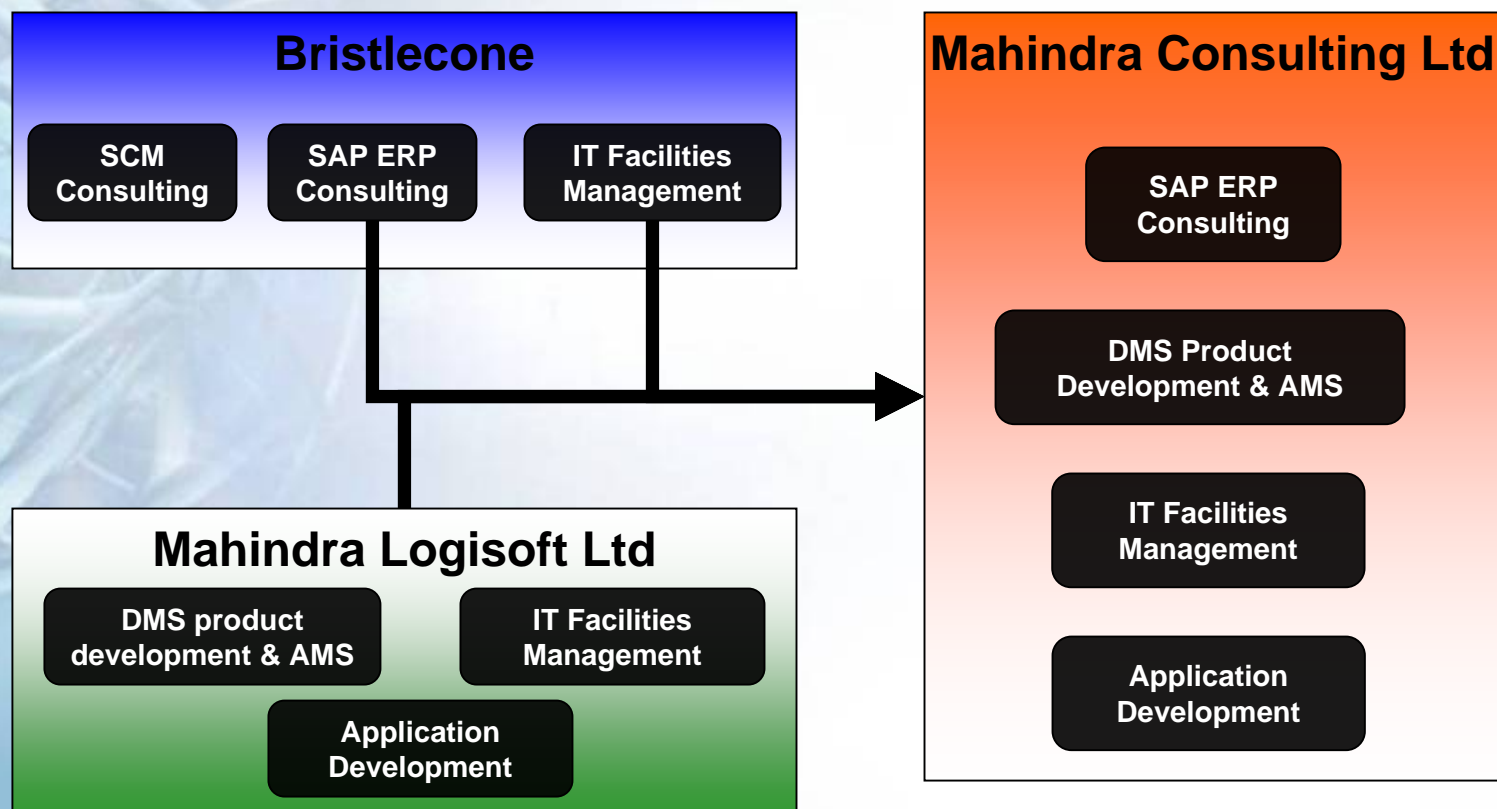
Supply Chain Consulting

*Since 1999*

Product Development for Dealership Management

# Mahindra Consulting

- Being formed as a separate **Ltd Company** in **April 2008**
- Two separate entities (Mahindra Consulting Division of Bristlecone & Mahindra Logisoft Limited) shall merge and become **MCL**



- MCL is an ISO 9001, CMMi level 3 certified, end to end IT service provider to both Large & SME in Enterprise Appl. Implementation, Maintenance/ Support and IT Facilities Management encompassing all industry sectors.
- It offers services through a *Delivery Model* which optimally blends on-site and off-site resources to achieve rapid and quality deployment at reduced costs.

# Purpose, Vision and Values

## Purpose

To make customers successful by providing optimal solutions and services that align business processes and IT interventions

## Vision

✿ To be recognized as a Leading IT Services Company in India and across Globe




✿ To generate INR 400 crores revenue by FY11

## Values



- ✿ Integrity
- ✿ Customer Delight
- ✿ Accountability
- ✿ Respect
- ✿ Entrepreneurship
- ✿ Collaboration

# Service Offerings

## SAP ERP including Emerging Technologies (CRM, BIW)




-  Implementation
-  Upgrade, maintenance & support
-  Industry specific customizations

## SAP Business One

-  Implementation, Maintenance & Support
-  DMS module (product and services)

## IT Facilities Management

## Application Development & Technology Services

-  JAVA & .Net
-  ABAP
-  BASIS

# Service Offerings

## IT Solutions for Retail Industry

- Implementation SAP IS-Retail
- RFID based solutions

## IT Solutions for Rural Supply Chain and Rural Commerce

## End to End IT Services

- Infrastructure procurement, maintenance and support
- Application procurement, development, maintenance and support
- Help-desk
- Network management

# Service Offerings

## Extended Enterprise Solutions

- ✚ Enterprise Resource Planning (ERP)
- ✚ Product Life Cycle Management (PLM)
- ✚ Customer Relationship Management (CRM)
- ✚ Business Information Warehouse (BIW)
- ✚ Netweaver
- ✚ Supply Chain Management (SCM)

## Enterprise Application Integrations

- ✚ Application to Application Integration
- ✚ ERP Integration
- ✚ Web Based Extended ERP
- ✚ Portals & Marketplaces
- ✚ Customized Application Development

## Infrastructure & Application Management

- ✚ IT Security Consulting
- ✚ Application Management
- ✚ Infrastructure Management

# Extended Enterprise Solutions

## Enterprise Resource Planning ..... (ERP)

- + Business Process Re-engineering
- + SAP Implementation Data Migration
- + Change Management
- + Upgrades
- + Enhancements
- + Rollouts
- + Benefit Exploitation
- + Post-implementation Support

## Product Life Cycle Management .... (PLM)

- + Product Development Process Design
- + Solution Implementation
- + Benefit Exploitation
- + Post-implementation Support

# Extended Enterprise Solutions

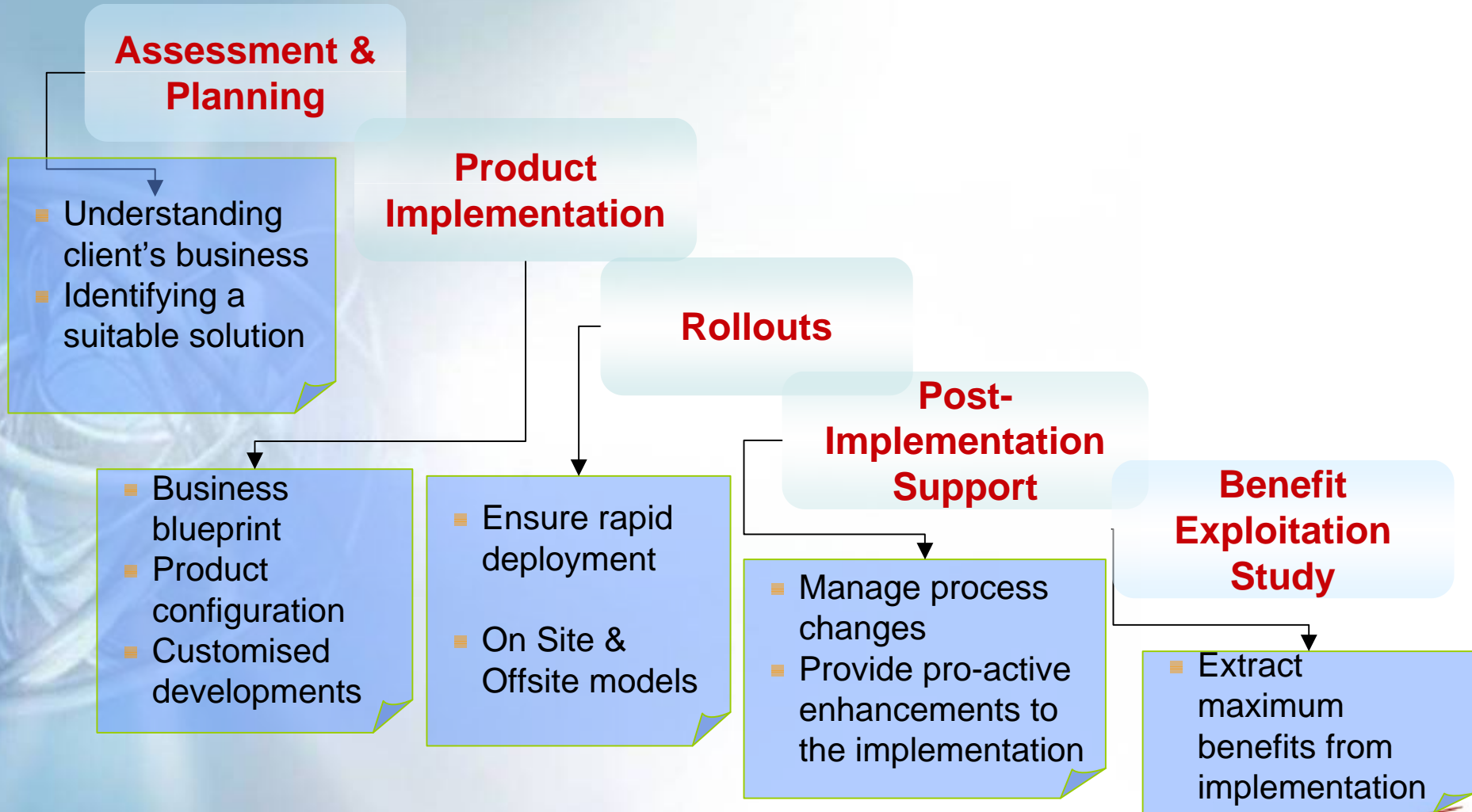
## Customer Relationship Management .... (CRM)

- + CRM System Design
- + Solution Implementation
- + Benefit Exploitation
- + Post-implementation Support

## Business Intelligence Warehouse.... (BIW)

- + KPI-driven MIS Assessment Audit
- + Design Reporting Structure
- + Info-cube Design
- + Customized Reports Development
- + Implementation of Balanced Score Card Models

# The Entire Spectrum of Services ...



# Service Offerings - Alliance Partners



## Collaboration Partners



## Security Consulting & Implementation

- Base Lining & Policy formulation
- Secure Architecture
- Training & Education
- Technology
- Monitoring
- Forensics Investigation
- Validation & Transfer of Skills
- ISO 27001
- Managed Security Services



# Industries Serviced

- ➡ Automotive
- ➡ Oil and Gas
- ➡ FMC/ Durables Goods
- ➡ Construction
- ➡ Discrete/ Process Manufacturing
- ➡ Energy
- ➡ IT
- ➡ Pharmaceuticals and Chemicals

# Competency Map

➤ Executed 40 SAP implementations all over the world

➤ Among the first partners to implement SAP's

- ✓ CRM 5.2(2006s) in the world
- ✓ SCM solution APO in India
- ✓ Metaphase
- ✓ BW solution for Data Warehousing

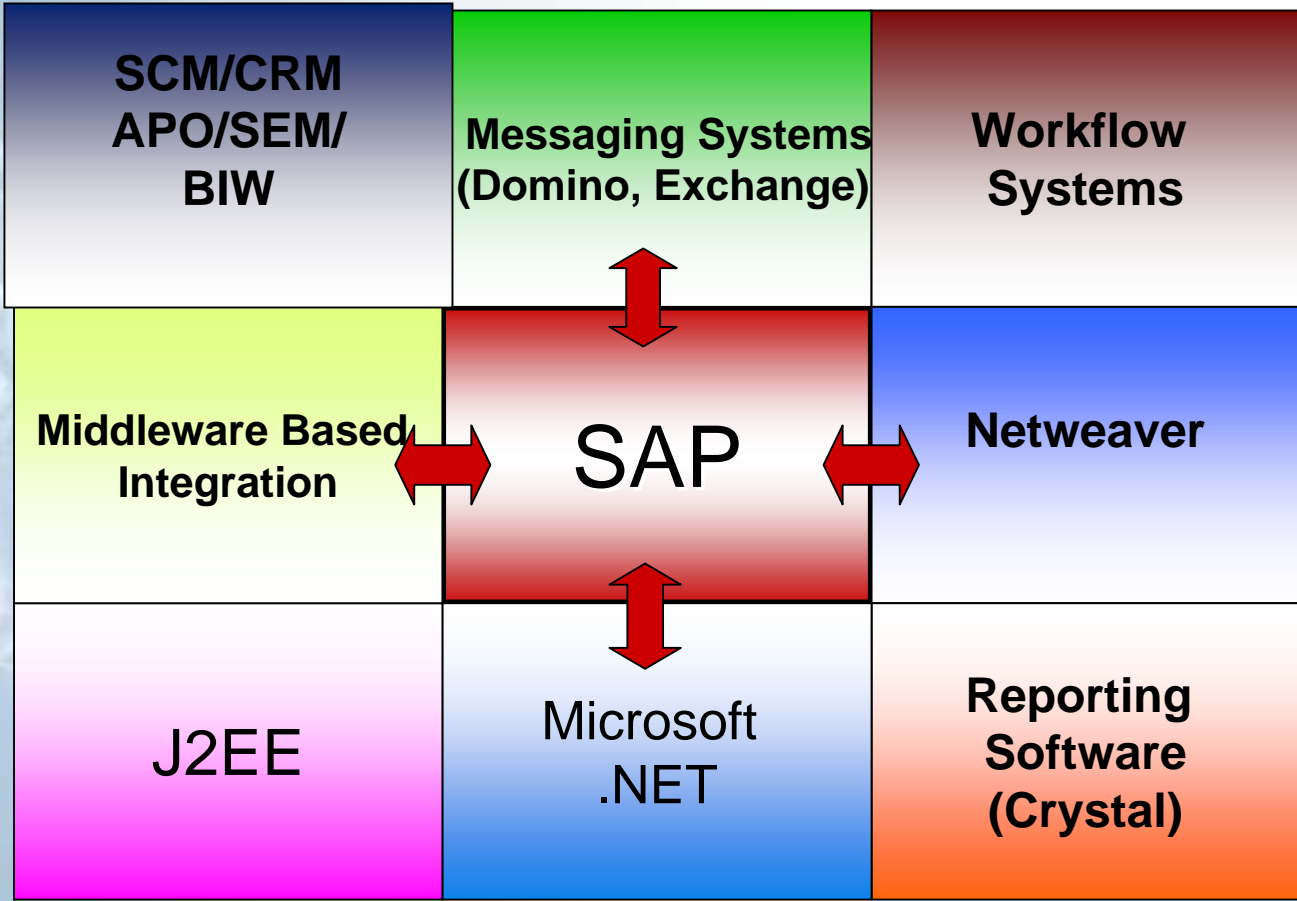
➤ Actively involved with SAP in offering training courses

➤ Experienced in CRM, APO, SRM and SEM implementations

➤ Product development support in CIN for SAP & SAP CRM

# Expertise Domain

## xTendSAP



# Expertise Domain

## SAP R/3

## Oracle

- ✚ Oracle 8i
- ✚ VB

## Middleware

- ✚ Biz talk Server
- ✚ MSMQ
- ✚ IBM MQ Series / websphere
- ✚ BEA Web logic App. Server

## Java

- ✚ Core JAVA
- ✚ Advanced JAVA (JDBC)
- ✚ MVC Architecture (Model II)
- ✚ SPRINGS Framework
- ✚ Servlets/ JSP/EJB
- ✚ J2EE Technologies
- ✚ STRUTS Framework
- ✚ iPlanet Web Server
- ✚ Apache Web Server
- ✚ WSAD (IBM Webshpere Application Servers 5.1 & 6.0)
- ✚ XML, SAX Parsers
- ✚ ASP.Net 2.0
- ✚ SQL Server 2000
- ✚ SQL Server 2005 Reporting Services

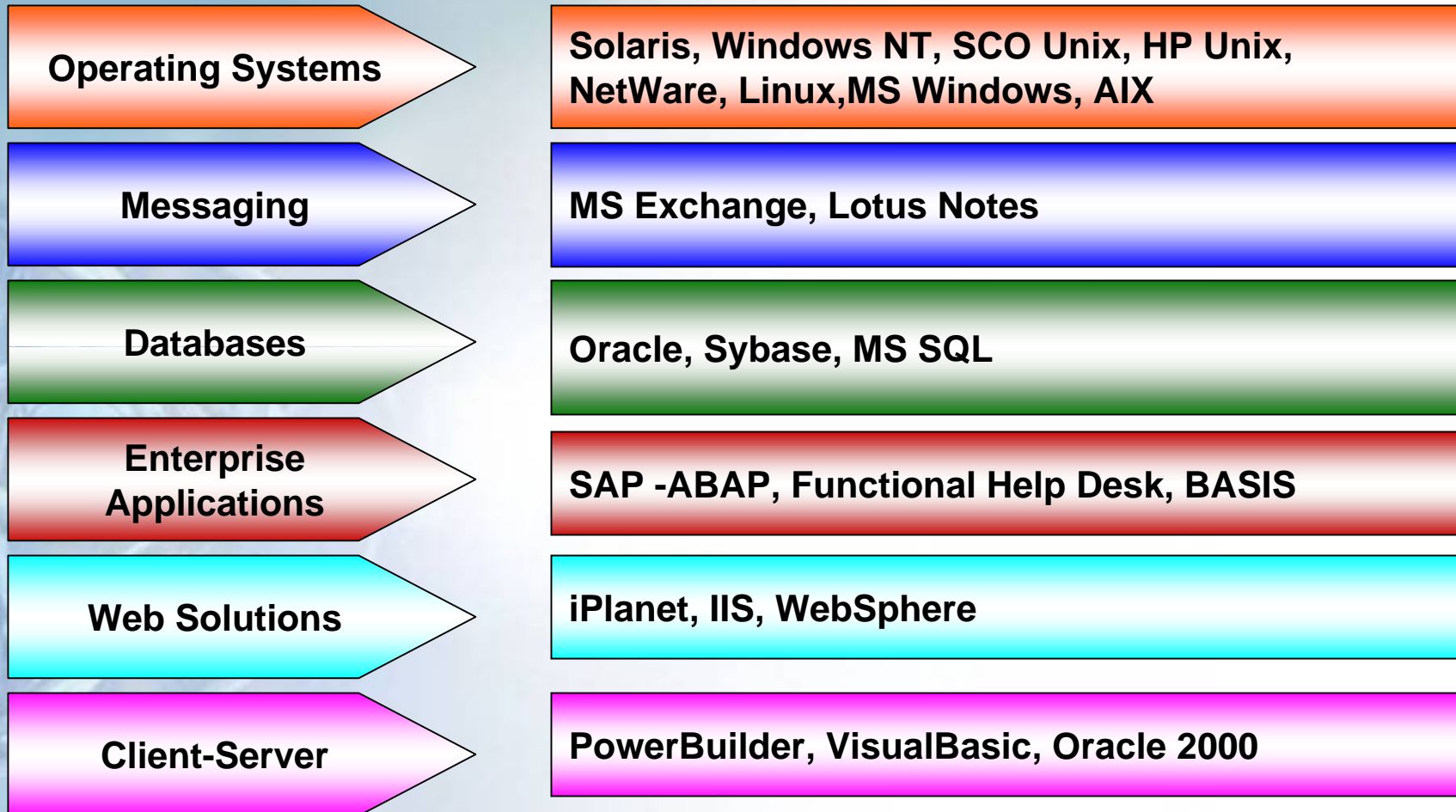
## Emerging SAP Modules

- ✚ Netweaver
- ✚ BW/ EP/ XI/ MDM/ RPS
- ✚ SAP Logistics (SD/ MM)
- ✚ CRM

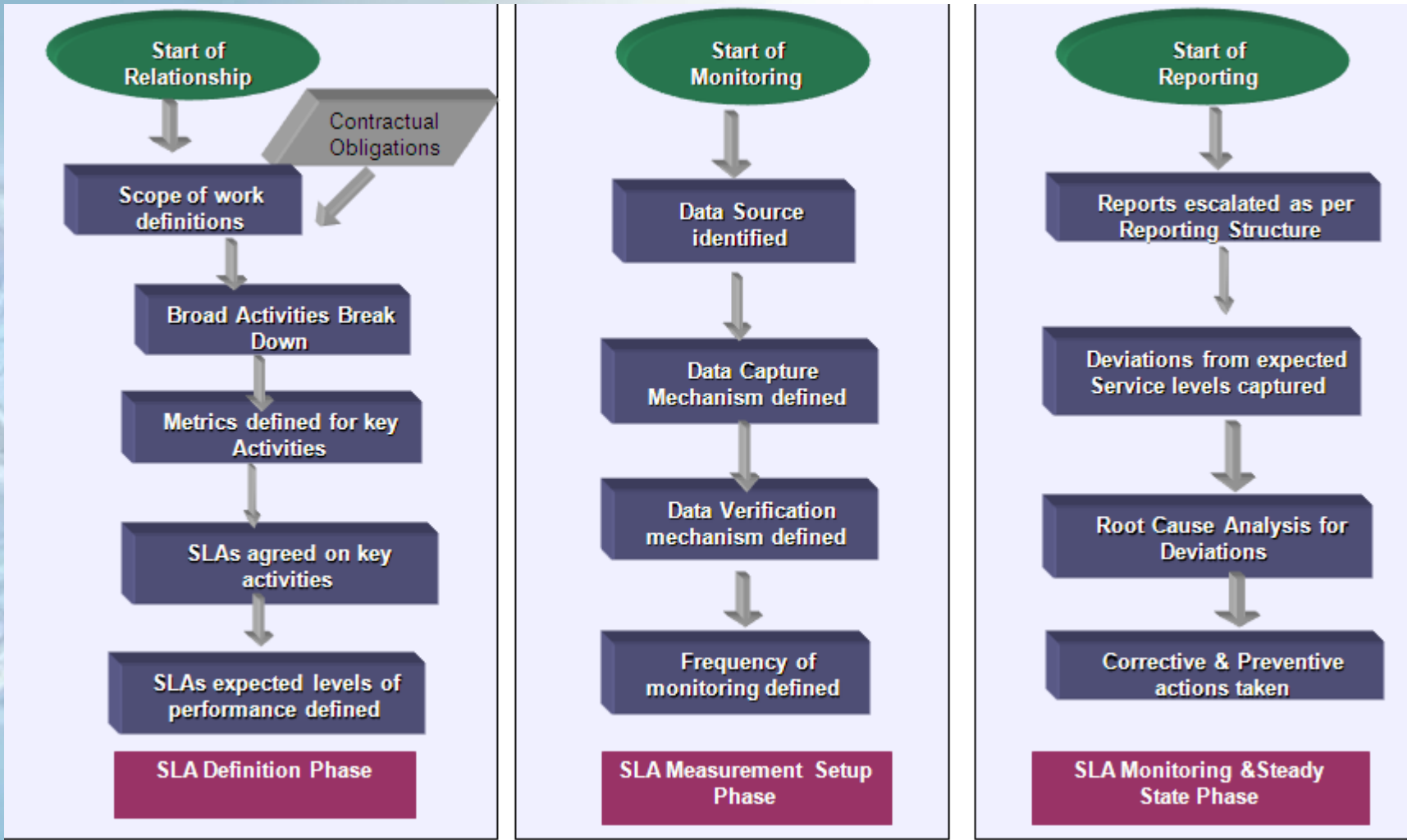
## Microsoft

- ✚ ASP 3.0, COM, COM+
- ✚ IIS 4/5
- ✚ Visual Studio
- ✚ .NET

# IT Infrastructure Capabilities

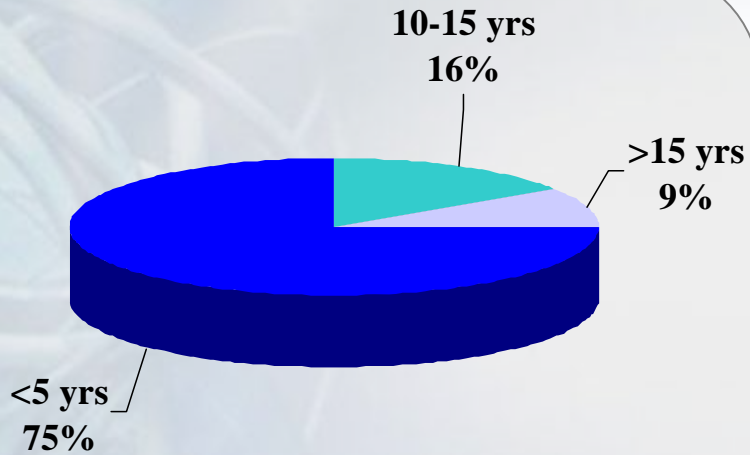


# SLA Management for Support Services



# Resource Strength

## Work Experience



Years of total experience

## Work Force

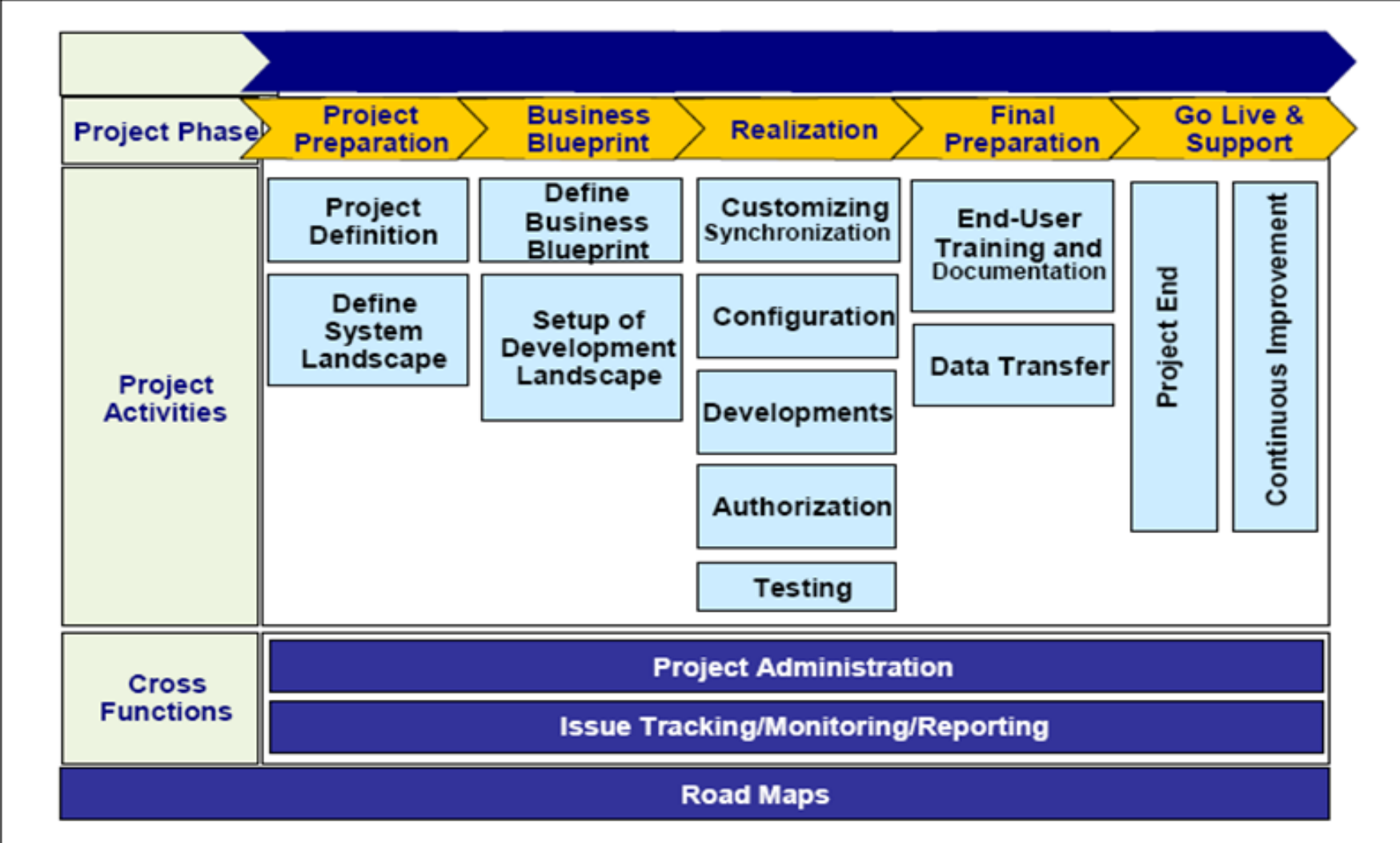
- 428 Consultants of MCL
- 803 Consultants of Bristlecone
- 110 Resources of Logisoft
- 200 SAP consultants of Tech Mahindra
- 90 Infosec consultants of MSSG

# Delivery Methodology

## For both On & Off-site Delivery Models

- ✿ Standardization of business processes across company codes.
- ✿ Dedicated teams representing business & consulting with expertise of configuration & deep understanding of industry sector.
- ✿ Implementation methodology :- **ASAP**
- ✿ Minimal deviations from Standard SAP functionalities.
- ✿ Implement new functionalities on as required basis.
- ✿ Workshop approach for Quick decision making
- ✿ Strong control through **“Role-Base Authorization”** at micro level

# Delivery Methodology - Implementation Projects



# Delivery Methodology

## Accelerated-SAP Implementation



# Delivery Methodology

## Accelerated-SAP Implementation



1. **Project Preparation: 100%** - On-site
2. **Business Blue-print: 80% -100%**– On-site
3. **Realization: 60%** - Off-shore, consists of :-
  - + Baseline configuration
  - + Creating training materials
  - + Workflow development
  - + Development ABAP programs, enhancements, application interface programs etc.
  - + Establishing user roles & authorization
  - + Integration testing
4. **Final Preparation: 30%** - Off-shore, involves Conducting system tests
5. **Go Live & Support: 75%** - Off-shore



# Global Rollout Methodology

## Stage1: Define Overall Strategy (On site)

- ✦ Identify optimal program strategy based on overall business goals, opportunities & Key Performance Indicators (KPI's)
- ✦ Determine Program Scope along-with Recommended Solution Map
- ✦ Define Implementation Strategy

## Stage2: Program Management for All Projects (On-site & off-shore)

- ✦ Operational Program Planning
- ✦ Overall Budgets and Resources Management
- ✦ Methodology, Documentation, Tool Usage
- ✦ Deployment and Support

## Stage3: Global Solution Package Development & Roll-out (On site & off-shore)

- ✦ Global template prototyping undertaken offshore
- ✦ Fitted locally and rolled out
- ✦ Maintenance at offshore
- ✦ Upgrades and enhancements undertaken offshore & rolled out locally
- ✦ Scheduling and Redirecting, Controlling and Escalating **managed centrally**

# Remote Service Options

## Option 1

- On-site Functional Consulting
- On-site Technical Consulting
- Off Shore support for rollouts and enhancements

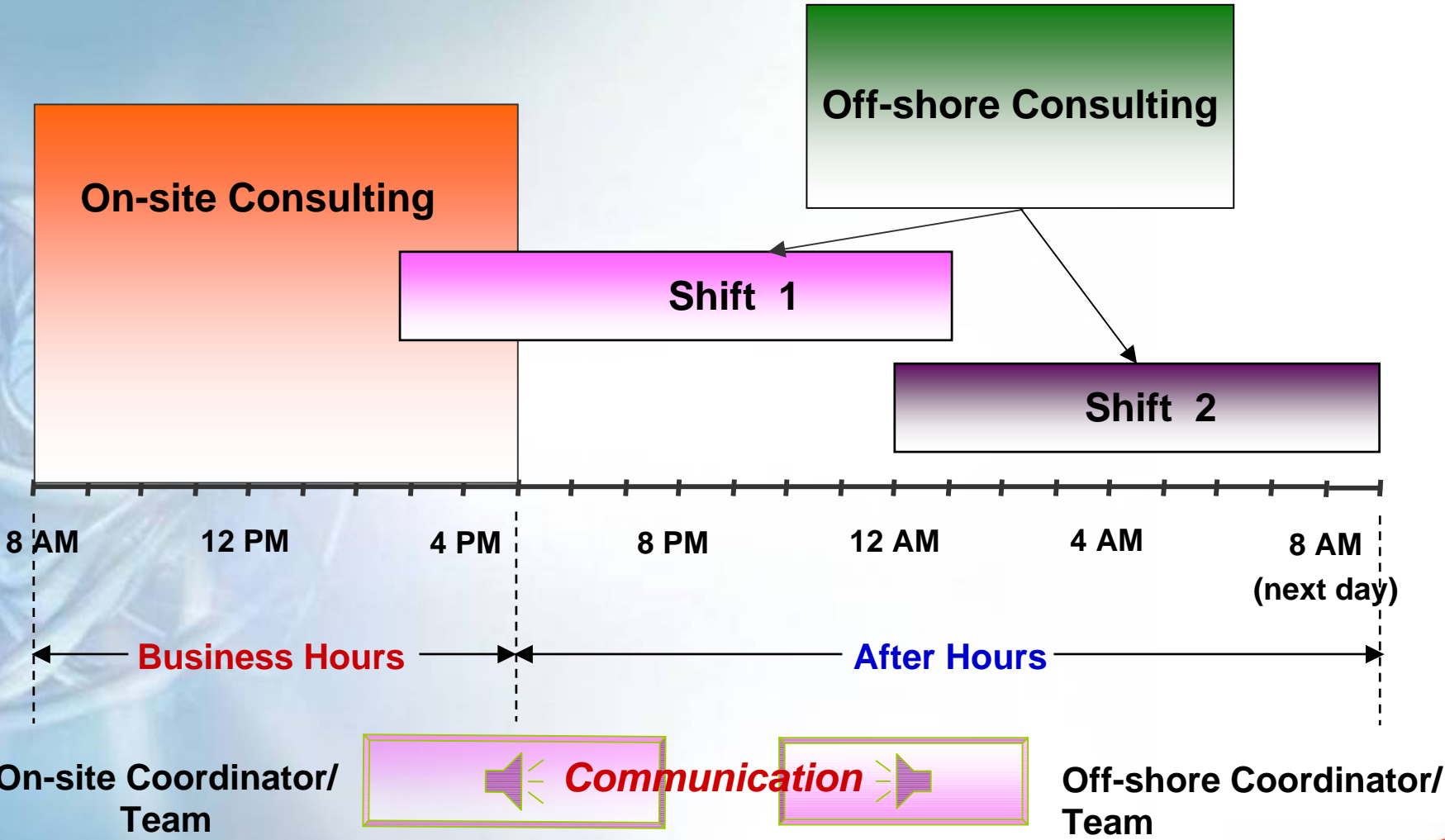
## Option 2

- On-site Functional Consulting
- Off Shore support for rollouts and enhancements
- On-site Technical Consulting
- Off-shore Technical Consulting

## Option 3

- On-site Functional & Technical Consulting
- Off-shore Technical & Functional Consulting
- Off Shore support for rollouts and enhancements

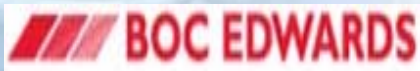
# 24x7 Remote Service Option



# Typical Remote Technical Administration Tasks

- ✱ **Basis Administration Services**
- ✱ **Monitoring of Server's - Alerts**
- ✱ **Server Startup / Shutdown**
- ✱ **Installation and Upgrades**
- ✱ **Support Pack Applications**
- ✱ **Transports**
- ✱ **Database Administration**
- ✱ **Trouble-shooting**
- ✱ **Performance Optimization**
- ✱ **Disaster Recovery Planning & Execution**

# Esteemed Customers



# Esteemed Customers



# Esteemed Customers

## On-site Support

- ✿ M&M: 65 consultants at various sites for **Functional and ABAP Support** covering different industry sectors.
- ✿ **Basis Support**- Running data-center 24x7 for all applications (SAP R/3, Non-SAP & Interfaces Servers - Total strength -250 approx.) by deploying 62 consultants.
- ✿ **ABB**: 75 consultants
- ✿ **HUL**: 25 consultants
- ✿ **JCB**: 15 consultants
- ✿ **HUL**: 10 consultants

## Off-site Support

- ✿ Parle Agro Industries
- ✿ Vikram Ispat
- ✿ NilKamal Plastics
- ✿ Print Care
- ✿ Dantal Hydrolics
- ✿ Times Packaging
- ✿ Crompton Greaves
- ✿ Asia Motor Work
- ✿ Vinmar - USA

# Customers of ECC 6.0 Implementations (2007)

- Mahindra Intertrade
- SAR Auto (MSAR)
- Mahindra Forging
- Mahindra Steel, Khopli
- Mahindra Steel, Khane
- Mahindra Spare Business
- Ware house management at Wagholi

## International Level

- Mahindra USA Tractor Division (MUSA)
  - Delivery Model (Hybrid **On-site** and **Off-shore**) system

All the above customers were serviced in record time of one month (Roll Out) & three months (Implementation)

# Customers (Other New Projects -2007)

- CRM: HUL (CRM 5.2(2006s) implementataion -first in world )
- Product Development and Testing Support: SAP India
- Solution Manager: M & M, Vikram ispat
- New Implementation: Post merger of two companies (?)
- Workflow Solution: JCB, M & M
- Data Archival and Performance Optimization: M & M, Nilkamal
- HR Module Implementation: Mahindra Engineering
- Rollout: MUSCO, Nasik
- Ring Plant Configuration
- BW Upgradation: Vishay Electrical
- Functional Upgrade from 4.6C to ECC 6.0: Suzlon Energy

# WHY MCL ?

- ✚ Ensures solutions are designed, tested, documented, implemented and enhanced according to **Operational Standards** and **Expected Service Quality** and meet the **SLAs**.
- ✚ A wide range of multi-skill, multi-tasking technologies which harness/optimally utilize client's skills.
- ✚ State of the Art Training & Development facilities that help resources to upgrade knowledge.
- ✚ Huge resource pool of professionally competent and experienced consultants.
- ✚ Fully equipped to provide operational support to IT projects (like new implementation, upgrade and enhancement etc.)
- ✚ Maintaining an impeccable record for **on-time, on-budget SAP implementations** till date.
- ✚ Personal involvement from Executive Management to ensure prompt responsiveness.
- ✚ Continuation and building of long term relationship with customers **which** started with implementation projects.

# Contact Details

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Thank You

