



## Global ERP Rollout and Business Intelligence Platform for a Medical Devices Company

One of the leading Global Medical Equipment Company based in US, with a subsidiary in Japan, specializing in endovascular procedures, diagnosis & optimal therapies. Intravascular ultrasound (IVUS) product line and other associated product lines are leading in the developed markets of US, Japan and Europe. The customer rolled out Global ERP across US, Europe and Japan. MS Dynamics AX was the chosen solution for the rollout followed by BI initiatives.

### CLIENT PROFILE



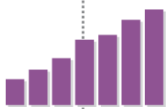
### BUSINESS SITUATION

Synoverge engaged with the customer as a Technology and Solutions partner with the below objectives:

- ✓ Offshorization of Application Support and Maintenance of Dynamics AX System & SharePoint Portal
  - ✓ Extend Support to Surround applications
  - ✓ Solution deployed consists of highly customized AX system along with Third Party Module on Consignment Inventory
  - ✓ Integrated with Third Party Logistics System
  - ✓ Field Service System Interfaces
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- ✓ Shared Service Team from CSDC (Collaborative Service Delivery Center) in India
  - ✓ Dynamics AX Functional, Technical, SQL Database, Business Intelligence and SharePoint skills
  - ✓ Ticket based Production Support
  - ✓ Close collaboration between Customer and CSDC team
  - ✓ Shared Development, Online issue tracking environment

### SOLUTION





## BUSINESS BENEFITS

- ✓ Optimal Cost and Access to Right skills (best of both worlds)
- ✓ Support has scaled to support both ERP and surround applications like SharePoint
- ✓ Consulting in SharePoint and BI road map for the customer for higher value from ERP
- ✓ BI & Analytical Reporting support to Business Heads in operations management
- ✓ Optimal Shared Service Team Mix without dedicated resources for cost optimization
- ✓ Enhancements executed as mini Projects output based service delivery

Microsoft Dynamics AX 2009, SQL Server 2008 R2, SQL Server Reporting Services, Microsoft SharePoint 2010, MicroStrategy 9.4

## TECHNOLOGY



## FOCUSED AREAS/SERVICES

### AX support and development scope realized

- ✓ Identification and rectification of existing bugs in the present system.
- ✓ Modification of exiting functionality and reports according to business requirement.
- ✓ New Excel and CSV file upload & import-export functionality developed.
- ✓ New AX reports and SSRS reports developed for Sales & Marketing, Finance and Operations business functions.
- ✓ Modification of existing forms to show required functionality on a button click.
- ✓ Development of a Sales Warning Add On System on AX
- ✓ Improvements in Inventory Reconciliation
- ✓ Production issues resolved successfully.
- ✓ Technical and functional documentation prepared for existing and modified functionalities.

### SharePoint support and development scope realized

- ✓ Operations, QA & IT Site development
- ✓ Support Critical Production issues
- ✓ Publish Business Intelligence reports related to Sales & Marketing, Logistics, Hospital Performance, Item Expiry tracking
- ✓ Development of a Product Knowledge Test Application

### BI development scope realized

- ✓ MicroStrategy 9.4 is the Business Intelligence Tool at Client side
- ✓ Logistics, Sales, Inventory and Invoice reports developed by using AX data
- ✓ Dashboards created for graphical representation of data
- ✓ SSRS reports developed and deployed on SharePoint Portal
- ✓ MicroStrategy Reports developed and deployed on SharePoint Portal

Synoverge Technologies Pvt. Ltd. is global technology consulting company that harnesses the power of technology and leverages existing investments of clients to offer transformation led business solutions to enterprises globally. Synoverge has been founded by a group of 5 practicing IT professionals, with each one of them bringing over 15 years of experience in Technology Consulting and have worked with fortune 1000 clients through leading IT consulting organizations.



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