



**The largest private Energy and Infrastructure company has made IT transformation as their top priority through Digital Transformation by leveraging user interface/ user experience and mobility solutions to streamline business processes, improve user experience and increase overall operational efficiency!**

## Overview

The Multinational Conglomerate Company is one of the leading business houses with a revenue of around \$12 billion.

Founded in 1988, the Conglomerate has grown to become a global integrated infrastructure player with businesses in key industry verticals - resources, logistics, energy and agro. The integrated model is well adapted to the infrastructure challenges of the emerging economies.

The Company's growth and vision has always been in sync with the idea of Nation Building. The group operates with a thought of taking responsibility towards contributing to the betterment of the society very seriously. Through their Foundation, the group ensures development and progress is sustainable and inclusive not just for the people living in these areas, but the environment on the whole. They believe in delivering benefits that transcend the immediate stakeholders.

To sustain the aggressive growth plan, the company understands the need of IT transformation and working towards the same. Mobility is one of the vehicle their IT group has identified as part of this transformation journey.

Crave InfoTech has been identified as one of the mobility partners to work with different business units from past two years on various mobility initiatives.

## Objectives

Define a mobility roadmap to streamline business processes, improve user experience and increase overall operational efficiency through mobility solutions as part of the Digital Transformation journey

## Proposed Solution

Crave Mobility Solutions for Enterprise Mobility and Custom Application Development, that includes, Management Dashboard, eLogBook for Plants, and Truck Latency Management.

## Implementation Partner

Crave InfoTech

## Why Crave InfoTech

- Design Thinking approach to define UI/UX changes.
- End to end solution approach to manage SAP back-end, Netweaver Gateway and user Interface changes.
- Specialized knowledge of SAP Mobility using SAP UI5, Fiori, SMP, and Gateway with required expertise of SAP ECC and other backend systems
- Rapid development methodology to achieve faster implementation thus resulting in reduced project cost
- Configurable solutions to help change the application to best fit similar purpose
- Hybrid mobility solutions compatible with all mobile operating system (Android, iOS, Windows)
- Personalized customer service
- Round the clock (24X7) global support model

## Key Business Challenges

- Senior Management did not have real-time updates on the critical business parameters for their respective business units
- Information on critical business parameters was distributed only through emails or paper-based reports on a defined frequency
- During business travel or non-working hours, senior management did not have the critical information at their finger-tips hence causing a delay in the decision-making process.
- Lack of solution that brings data from PLC or SCADA systems to be accessible on mobile
- High turnaround time for truck loading at the agro division warehouse

- Power Business Unit had a constraint in digitizing the plant logbook data to be used for predictive maintenance as well as giving the data access to the Corporate team
- Green Energy Business Unit was unable to track the Solar Commissioning project status effectively due to delayed inputs from the field workforce from various locations.

## Benefits Realized

- Improved operational efficiency using UI/UX and mobile solutions
- Enhanced user experience and process compliance
- Notification on the mobile for critical change in the parameters
- Great benefits with ease of process flow customizations using configurable application design
- Considerable reduction in manual data handling hence providing data accuracy and real-time system updates
- Overall process efficiency improvement to a significant degree
- Use of native features of the mobile such as Photo, Scan, Print, Electronic Signature, etc.
- Early benefit realization with Crave InfoTech's rapid development methodology using reusable object repository

## Solutions

Crave InfoTech has helped this Multinational Conglomerate Company to extend few in-house developed solutions along with custom developed mobile applications to best suit the business needs of the various business units.

### **Management Dashboard (Largest Thermal Power Company and Solar Power Company) –**

- Crave has developed management dashboards for Largest Thermal Power Company and Solar Power Company business units to provide a real-time view of the critical business parameters around Power Generation from different generation units/plants, Transmission Parameters from various power transmission units, Critical Parameters which impact power generation etc. to the Business Unit Heads, CXOs, Management Team and other key stakeholders
- Crave established the interface with distributed SCADA/PLC systems to fetch data to be displayed on the dashboard
- Mobile solution was designed to be configurable to address future needs of adding or removing the display parameters at ease.
- Developed different graphical views (line and bar graphs) as part of data analytics
- Applications are designed to be compatible with Android and iOS (Hybrid) with any form factor and developed using SAP UI5 technology

### **Project Tracker on Mobile (Solar Power Company) –**

For the existing project, Microsoft Excel was used for tracking, but it had been a major challenge to receive daily updates from the field project staff. A solution was designed to provide Mobile User Interface for field staff to enter project updates. A second User Interface was developed for Project Coordinator to review the status coming in from various projects and a third User Interface was created with multiple views to get the summarized project status.

- The application was equipped with S-Curve on mobile to track Planned Vs. Actual
- Provision of taking the picture at site showing the progress and attaching it to a status update
- Built User Authentication to ensure the application security
- Application is designed to be compatible with Android and iOS (Hybrid) with any form factor and developed using SAP UI5 technology

### **eLogBook - Digitization of hard copy (Largest Thermal Power Company) –**

- The plants at the thermal power were maintaining shift details in Logbook paper copies, and its visibility to senior management was restricted.
- The application was designed by mapping all the logbook templates from different plants and thereby designed the user interface.
- Before the implementation, various critical equipment parameters were logged manually, but the eLogbook application is interfaced with PLCs to fetch the data directly to help reduce manual efforts to a great extent and also increase data accuracy.
- Complete approval flow was built so once the logbook is submitted at the shift end, a complete PDF report of the logbook is sent to the approver for review through email.
- Various reports are generated to analyze the data.
- The solution helped in standardizing the logbook formats across all the power plants with minor delta for localized need.
- The management team can access the logbook of any shift or plant from anywhere providing ease of access.

### **Truck Latency Management (Consumer Essential Company) –**

- Crave has enhanced its homegrown Direct Store Delivery (DSD) mobility solution to provide Truck Latency Management solution to Consumer Essential Company
- Consumer Essential Company warehouse had a long turn-around time between the truck entering the warehouse and exiting after loading. The objective of DSD solution was to reduce this turn-around time from over two hours to less than an hour.
- Crave analyzed the business process including each stage from a token generation for truck entry, truck security inspection, the release of the transport documentation, bay allocation, truck loading, loading confirmation, the signature of the supervisor, and successful exit of the truck after final weighing.
- The mobile application has replaced the paper-based loading process
- The mobile application has been interfaced with the existing SAP system for seamless data transfer and data sync.

## **Solution Value Drivers**

- Mobile application covering end to end Standard Operating Process
- Use of fuzzy search
- Notification assigned to status change

- Works Online or Offline and Syncs real-time with any back-end system
- Pre-packaged application to minimize implementation timelines thus leading to an early realization of ROI to business
- Fully responsive and device agnostic application
- Fully configurable User Interface from the back-end
- Reduces total cost of ownership up to 80%
- Available in all the major languages

## Implementation Process

Crave ensured a complete alignment with Business, and IT teams at every stage of the project to ensure the application is built as per the business needs. All mobility solutions implemented were with an agreed upon timeline, daily review calls were held during project execution to discuss possible risks and current challenges. Crave used its Rapid Development Methodology to leverage the reusable object repository thus helping the business unit realize the benefits early.

## Results - Business Value Delivered

**Critical data on finger tips** - The conglomerate Business Unit's senior leadership could see their business-critical parameters at any place in real time using mobile dashboards

**Improved Operational Efficiency** - Consumer Essential Company has achieved a better operational efficiency by improving the truck turnaround time at their warehouse

**Ease of Use** - Mobile applications were designed to be very simple, and all user groups from senior management to loading supervisors can use them with ease

**Customizable Design** - Largest Thermal Power Company could develop additional dashboards in-house using the configurable dashboard application designs.

**On Time Project Updates** - The Solar Power Company could achieve the state of getting daily updates from on-site project engineers report the daily consolidated project status to senior management

**Application Security** - Applications uses a secure user authentication which helps in required access security. The intended users can only access their applications and see relevant data. For few applications, SMP level, as well as backend user authentication, is used to make it a complete secured solution.

**Responsiveness & support** - The client team, has been delighted with the post go-live, customer service support by Crave's round the clock Support Center. The feedback received from application users says it all,

“Crave indeed follows “Follow the Sun.” support process. Crave has a structured Support Process with support portal to log the issues. Their support process ensures no impact on business and provides an on-time support”



## About Crave InfoTech

Crave InfoTech is an SAP Partner, ISO 9000 certified global software and technology services company headquartered in New Jersey, USA. We are an Independent Software Solutions Vendor (ISSV) in the areas of Mobility, SAP, Business Intelligence, and Cloud services. A well-recognized player in the market with global clients, finalists at 2015 SAP Pinnacle Awards and 2014 SAP and Google Apps Challenge.

Crave InfoTech has earned a name for itself in different industry sectors such as Power, Logistics, Agriculture, etc. by providing multiple homegrown Enterprise Asset Management solutions using SAP mobility. We offer cost-effective SAP mobility solutions to help organizations in their journey towards digital transformation.

Crave believes in becoming a partner with the client by taking ownership of their IT transformation thus allowing them to focus on their core business.

## Global Presence



## Contact



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