

ERP CASE STUDY

MANAGING ORDERS & VENDORS

SB International is one of the leading exporters of leather products in the worldwide market. Based in Kanpur, it has started manufacturing and supplying a few ranges of leather products such as horse riding accessories, saddles, dog collars, dog leashes and many more.

In the limited time span, it expanded its product line and started manufacturing other products as well such as Riding boots, leather boots, leather sandals, etc. It deals with high-quality leather which is recognized worldwide due to its distinctive design, high strength, intact stitching and excellent comfort. It pays special attention to the attributes of products and packed them safely so that customers received them in perfect condition.

BUSINESS CHALLENGES

Prior implementation of the ERP, the company was managing every piece of information manually. For instance, the management was obtaining information from suppliers via phone or email.

In case of any change in requirement, the information was shared either verbally or over an email. With the chain of emails, confusion exists on both ends. In the case of verbal communication, there was no written record to validate the fact. Due to this, it faced a lot of challenges on different levels for completing the orders. Besides order management, some other challenges faced are as follows:

- Inventory management is not getting the required raw materials from suppliers on time and in the desired quantity.
- The raw materials received failed to meet their expectations.

- The finished product is unable to meet clients' expectations leading to clients' dissatisfaction.
- Delay in the production process which eventually delays the delivery time.
- Difficult to tap vendors' performance.
- Order backlogs create more problems.
- Unable to manage cordial relationships with worldwide suppliers.
- Not able to offer quick turnaround services with high-quality products to its worldwide customers.



THE SOLUTIONS

The company implemented the Enterprise Resource Planning (ERP) solution of Webcity Technologies LLP. With the right implementation and execution of the ERP software on various levels, the company has started working with more efficiency and even observes an increase in sales and profits of the company and above all, 100% client satisfaction. The ERP helps the company in the following manner:

- A bespoke ERP interface or portal is created for the company and its vendors.
- Any change in requirement from the company's end or from the supplier's end is notified to the concerned party on an immediate basis by alerts.
- It results in saving costs for the company as the ERP is able to manage the workload of multiple employees at one time.

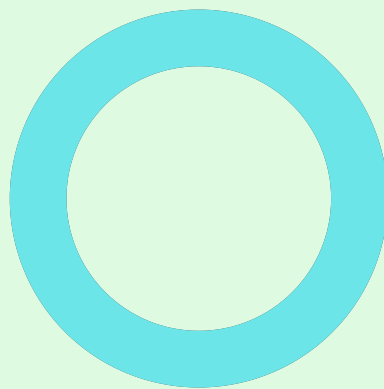
- It results in time-saving which otherwise be wasted in finding emails shared with suppliers.
- The web-based ERP solution keeps every person in one department on the same page as they get updated information, which is accessible to everyone all time.
- Effective inventory control is in place with bar code generation, batch numbers, etc.
- A significant improvement in operational efficiency as well as productivity of the organization owing to the automation of different processes and availability of important reports on a real-time basis.
- Immediate and accurate transfer of information from one process (purchase) to another (production).

- Streamlining of business processes due to an organized approach and the presence of concrete information in one place.
- Improved vendor management as companies maintain relations with professional vendors only and release their payments on time.



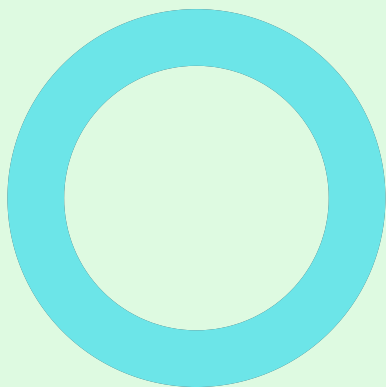
20%

**Time Saved in
Production**



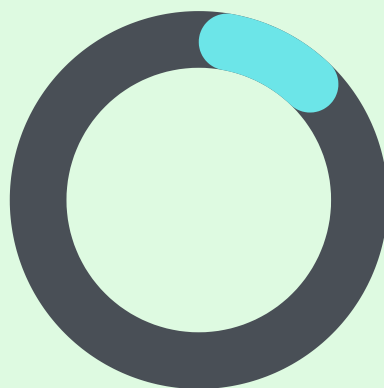
100%

**Inventory
Tracking**



100%

**Process
Streamed Line**

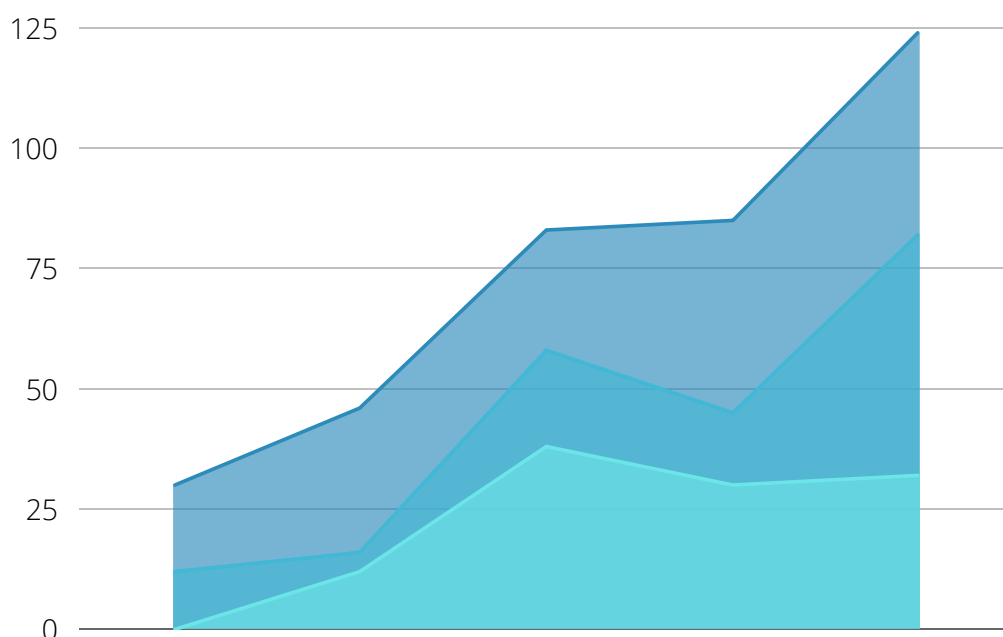


15%

**Less Products
in Store**

CONTRIBUTION OF WEBCITY TECHNOLOGIES LLP

- Designed a bespoke ERP system for the company.
- 100% inventory tracking module helps vendors to supply materials on time and improve their performances.
- 100% cloud ERP solutions give leverage to the company to satisfy their customers in a better way and maintain relationships with professional and reputed suppliers only.



**After Applying Webcity ERP Solution
in Your Business**