



Microsoft Dynamics Customer Solution Case Study



Overview

Country or Region: India
Industry: Health care

Customer Profile

Hi Care Plastics Private Limited manufactures medical disposable products. Gloves, aprons, laparoscopy clean sheet range, gauze swabs, clean care range, HIV and hepatitis kits etc. Based out of Kolkata and placed in mini and small category of companies Hi Care has bagged national awards a number of times.

Business Situation

The company was using a Tally as an accounting package with myriad spreadsheets and manual systems. The effort to collate information system and to exercise operational and transactional control was a pain.

Solution

With the help of Microsoft Certified Partner, Samadhan, HI CARE customized Microsoft® Dynamics™ NAV solution to consolidate data and automate processes.

Benefits

- Provides seamless integration
- Enhances stability and security
- Increases productivity by saving manpower to manage the operations
- Improves speed and access to information
- Enhances business decision making

ERP assists a pioneering small manufacturing enterprise claim national honors for corporate governance

“Microsoft® Dynamics™ NAV is one of the most enabling system for my organization to translate my visions into working reality for day to day management as well as letting me view the future and align my business accordingly.”

Mr. Prabir K Guha, MD , Hi Care Plastics Pvt. Ltd.

Hi Care Plastics Pvt Ltd specializing in manufacturing and distribution of medical disposable products, is widely known for the EVA gloves of international quality produced by it. It is the brand leader in India. With a turnover of INR 5 Crores in 2008-09 and a workforce of 96 people, Hi Care is an example to what a small and well managed company can do to create value for all stakeholders. The organization is propelled to multiple recognition, the most recent one being

“ National Awards for 2008 for Quality Products in Mini and Small Enterprises by Ministry of Industry, Government of India for Manufacturing Outstanding Quality Products” by the zeal and enthusiasm of its promoter, Mr. Prabir K Guha.

The foresight to do well at all fronts got Mr. Guha to acquire Microsoft Dynamics Nav in 2005, at a time when it was unthinkable for such small organizations to aspire for an ERP. The analytical mind of Mr. Guha finds expression in the integrated solution Nav with its ease of customization and adaptability.



"I have been pleasantly surprised with the outcome of the ERP implementation to give me what I need to manage.

Samadhan came as breath of fresh air and engaged with its team to get us going on the ERP in about a month. We are happily planning our next project with them now."

Mr, P. K. Guha, MD, Hi Care

Situation

Hi care Plastics Pvt Ltd. (HI CARE) is the only and the largest manufacturer of EVA (Ethylene Vinyl Acetate Co-polymer) medical grade powder free disposable gloves in India and a brand leader in the market.

At Hi+care, the various products are manufactured in fully computerized automatic machines in air-controlled shop floors under stringent quality checks "DOING THINGS RIGHT THE FIRST TIME".

The company has been conferred with 1997- National Award. The Government of India, Ministry of Industry Department of SSI & ARI, Small Industries Development Organization and Special Award for Excellence in 1998 from the Federation of Small & Medium Industries, West Bengal. It has also been given for quality products in year 2008 by West Bengal Government.

The company has been acclaimed by the West Bengal Government as one of the leading SSI Units in the state and on a 'fast track'.

Today, having established a wide and effective marketing network of 44 stock points throughout India, Hi+cares products are visible everywhere and reckoned as product par excellence. Quite understandably the products found ready global markets in Canada, Zambia, Sri Lanka, Malta, Bangladesh, Saudi Arabia and Russia.

Hi+care, has been awarded the best manufacturer for the year 2007 by The Honourable Chief Minister of West Bengal Shri Buddhadeb Bhattacharjee on 1st February 2008.

Award Sponsored by TIE (The Indus Entrepreneur) -, TIE, founded in 1992 in Silicon Valley by successful entrepreneurs with roots in the Indus region. With a

Membership strength of 12000 and spread across 48 chapters in 11 countries, TIE's, focus is on generating and nurturing our next generation of entrepreneurs - Celebrating Entrepreneurship.

Hi Care was looking for an integrated system to get out of the drudgery of collating data from different places to understand quickly and reliably what was going on in the organization.

Decision making in a lean and small organization gains a different dimension as the room to accommodate even small mistakes is absent.

HI CARE, had very basic IT infrastructure which consisted of stand-alone computers set up in the early 1990s. This archaic legacy computing infrastructure hindered business efficiency; and was unable to provide any information or reports about different aspects of the business. The solution consisted of separate programs on Microsoft DOS based applications.

This was hampering HI CARE's progress and the company decided to look for a single solution that would replace all these systems with a single integrated, online solution. It needed a solution that would better support its current state and its anticipated growth.

The time tested methods of management by Mr. Guha needed an elegant expression. Hence, Mr. Guha sought Microsoft Dynamics Nav.

Solution

After careful examination, HI CARE decided to implement a Microsoft® Dynamics™ NAV solution. The company turned to Microsoft Certified Partner, Samadhan to lead the deployment. "We needed a secure and contemporary solution which could be extended later to include all functions of the

company," says Mr. P K Guha, MD HI CARE. "And Microsoft® Dynamics™ NAV fulfilled all our present and future needs along with providing all the necessary information about business operations."

Microsoft Dynamics NAV features a built-in development environment in addition to a flexible architecture, facilitating an easy customization and extension of core capabilities. It delivers value by increasing process efficiency, enhancing workforce productivity, cutting operating costs, boosting employee and customer satisfaction and enabling better and faster decisions. It has been customized according to the specific needs of the organization.

Benefits

The solution provides a fully integrated business management solution that automates and integrates financial information with the rest of the operations.

With the implementation of Microsoft® Dynamics™ NAV, HI CARE has streamlined its financial and commercial operations and has enjoyed significant efficiency gains across the business.

Provides Seamless Integration
"Microsoft® Dynamics™ NAV 4.0 provides us with total integration on almost every aspect of our payroll aspect of the business," says Mr. Prabir K Guha, MD, Hi Care "It's stable, fast, and if necessary, can be customized quickly and easily by our IT staff." As a fully integrated solution, Dynamics NAV has enabled HI CARE to control all business processes through one application. This has eliminated redundant processes and dramatically reduced the company's paper trail.

Enhances Stability and Security
The sophistication and scalability of the Microsoft solution helps HI CARE to keep

pace with the company's growth plans and industry norms and standards. "We now have a secure, integrated business solution which provides reliable information to make critical business decisions," says Mr. P K Guha of Hi Care.

Increases Productivity
Productivity levels have significantly increased at HI CARE. This is directly attributable to the new solution, which has automated many processes and streamlined operations. "With relevant information available, we are seeing increased efficiency, effectiveness, and responsiveness," says Mr. P K Guha. "We estimate that we have two man years of saving as employees are able to collaborate more effectively and contribute efficiently towards their job due to access to the right information at the right time."

Improves Speed and Access to Information
HI CARE is very happy with Microsoft® Dynamics™ NAV, particularly in the speed of obtaining information. The biggest benefit we have is that Microsoft® Dynamics™ NAV provides consistent, accurate information we can analyze," says Mr. P K Guha.

"Earlier managers used to consolidate data from various systems in order to obtain the required report. This was a time consuming process for example month-end closure could take up to 15 days," says Mr. P K Guha. "Now, with Dynamics NAV the time taken for such tasks has been reduced dramatically, Access to up-to-the minute data ensures accurate planning and decision making."

Enhances Business Decision Making
Hi Care can now extract the right information at the right time to make informed business decisions. Knowing the data is consistent and accurate across the company makes it easier to manage the business more effectively. "

For More Information

For more information about Microsoft products and services, call the Microsoft Sales Information Center at (800) 426-9400. In Canada, call the Microsoft Canada Information Centre at (877) 568-2495. Customers who are deaf or hard-of-hearing can reach Microsoft text telephone (TTY/TDD) services at (800) 892-5234 in the United States or (905) 568-9641 in Canada. Outside the 50 United States and Canada, please contact your local Microsoft subsidiary. To access information using the World Wide Web, go to: www.microsoft.com

For more information about Hi care Plastics Pvt. Ltd, call (91) (033) 23978032 or visit the Web site at: www.hicareindia.com

For more information about Samadhan products and services, call 92346 78991, mail to info@samadhanindia.com or visit the Web site at: www.samadhanindia.com

About Samadhan

Samadhan is a Microsoft Gold Certified Partner specializing in ERP implementation, and has expertise in providing state-of-the-art and innovative InfoTech solutions for Small and medium educational organizations in India.

An Information Technology Consulting Company set-up in 1989 in India, it is a leading solution provider in Eastern India.

Microsoft Dynamics

Microsoft Dynamics is a line of integrated, adaptable business management solutions that enables you and your people to make business decisions with greater confidence. Microsoft Dynamics works like familiar Microsoft software such as Microsoft Office, which means less of a learning curve for your people, so they can get up and running quickly and focus on what's most important. And because it is from Microsoft, it easily works with the systems that your company already has implemented. By automating and streamlining financial, customer relationship, and supply chain processes, Microsoft Dynamics brings together people, processes, and technologies, increasing the productivity and effectiveness of your business, and helping you drive business success.

For more information about Microsoft Dynamics, go to: www.microsoft.com/dynamics

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