

VOREX 

Case Study

Company: I.H.S.

Global Telecommunication Infrastructure and Consulting Company

Overview

Today's fast-paced global business environment requires advanced, integrated business process management tools to help streamline operations, improve efficiency and stay ahead of the competition. This is especially true in the ever-evolving telecommunications space, where technological advances march forth at an incredible pace.

With the help of Vorex's integrated, automated Software as a Service (SaaS) ERP solution for project management, vendor and customer management, procurement, fulfillment and enterprise resource planning, one multinational telecom company has found an easy and affordable way to improve agility, save time and money, reduce paper waste and enhance productivity and performance.

As a global leader in the telecom infrastructure industry, IHS PLC provides turnkey solutions for telecom operators and vendors seeking to build wireless telecom infrastructure across the globe. The group employs more than 750 employees and specializes in infrastructure deployment, infrastructure managed services (i.e. network operations and maintenance), and infrastructure sharing and leasing. The publicly traded ISO 9001:2008 certified company works with some of the largest mobile operators and blue-chip companies in the world, including Motorola, Ericsson, Nokia-Siemens, Alcatel-Siemens and Huawei.

CHALLENGE - The Need for Improved Efficiency, Communications

William Saad, Managing Director of IHS, says that until recently, the company's dependence on paper documentation and multiple business software solutions placed an overwhelming drag on the company's efficiency of operations. With employees spread across the huge continent and multiple major projects ongoing simultaneously, interdepartmental communications and project management efficiency was a challenge.

"We needed a solution that allowed all departments to access a centralized database and communicate more efficiently," Mr. Saad said. "Vorex's solution addressed every single problem we had, which I can assure you are common problems to many businesses."

SOLUTION - Comprehensive, Web-Based Solution

Vorex's comprehensive ERP provides a single, integrated umbrella with modules to handle the majority of IHS' business processes, including project management, vendor and customer management, inventory control, procurement, fulfillment, dispatch and work orders. Integrated human capital management, time and attendance, expense tracking and billing add to the efficiency of the suite by eliminating inter-software integration issues, as well as the cost and hassle of maintaining numerous licenses for multiple applications.

And, because the Vorex solution is all web-based, IHS managers and executives can access the system data and make timely decisions from anywhere in the world. Project tasks, expenditure management, workflow and billing flow seamlessly through the proper channels for an end-to-end automated operational system that begins with customer and vendor management, through assembly, dispatching, installation and even follow-up service.

Customizable routing features support special assembly or approval processes that allow work orders and expenditures that require prior authorization to be entered into the system from anywhere and be automatically routed for assignment or approval to the appropriate department or individual. Routing procedures can even include external channels: for example, project expenses that require client approval can be automatically e-mailed to the appropriate client contact for review.

OTHER BENEFITS - Ease of Use, Affordability Key Benefits

The system's ease of use and low-cost tiered licensing model makes the Vorex solution affordable and flexible to accommodate minor fluctuations in the number of users. And, unlike other ERP vendors that charge additional fees for each added module, Vorex's bundled closed-loop solution covers all aspects of IHS' business without costly add-ons—a fact that Darwish and his team found to be a pleasant surprise.

"The customer/technical support we receive is superb, and we truly believe that Vorex is a customer-oriented company," Mr. Saad said. "Any change that we require due to the specifics of our industry or business is attended to fully and quickly, as though the system is literally designed per IHS' requirements."

Because Vorex handles all the hardware and software maintenance, including upgrades and updates, switching to Vorex ERP has also significantly reduced IT infrastructure and support cost for IHS.

"Vorex solutions allow us to be very efficient with a streamlined operation that save us time, reduces our operating cost, improves visibility and data accuracy, and allows for complete reconciliation between invoices and payments," Mr. Saad notes. "We've even seen an increase in our client's satisfaction due to faster and more accurate engagement. We've also saved a lot of money using Vorex—the ROI has been significant."