



OPTIMIZED & INTEGRATED PROCESSES BROADEN CUSTOMER'S SMILE!

The customer is a Professional Services (IT/ITES) company based in Rockville, Maryland, USA. They are leaders in the Satellite Broadband and Networking space, shipping systems to customers in 100 countries and representing over 50 per cent market share. They also offer Communications Consulting, Systems Architecture, Software Engineering and Testing services. When they faced difficulties in Timesheet Management and Employee Billing, Ramco implemented a web-based solution that helped improve Employee Self-Service, Customer Billing, and overall service to their clients.

DATA AND PROCESSES ALL OVER THE PLACE: OF NO HELP!

- Disconnect between the independent systems used for Finance, HR, Timesheet and Attendance
- Employee details not maintained centrally, not available for reference from other locations
- Problems in handling multi-location and multi-currency
- Difficulty in capturing and reconciling geo-specific taxation (Europe, India, US, etc.) for various transactions
- Bank reconciliation issues
- Lack of visibility over resource availability for new projects
- Finance system not properly handling geo-specific rates for billing employees

THE COMPANY NEEDED A SOLUTION THAT COULD:

- Replace existing fragmented solution
- Align technology with vision and growth strategies
- Improve current business processes
- Establish framework for continuous improvement
- Ensure accurate employee time-booking with proper billing and tracking

WHY RAMCO ERP ON CLOUD?

Fully integrated

Completely web-architected

Centrally-manageable

Globally-accessible

Geo-specific taxation

Scalable with the future growth of the organization

IMPLEMENTATION HIGHLIGHTS

- Ramco ERP implemented in six months
- Tightly integrated solution included:
 - Finance, HR, Time Management and Attendance
 - Centralized employee information
 - Multi-currency, multi-location billing using Transfer Pricing concept
 - Global Tax Solution

BENEFITS: GREAT SERVICE, PERFECT BILLING, COMPLETE COMPLIANCE

- Tightly integrated Finance and HR operations → Optimized utilization of resources
- Multi-currency configuration in Finance module, Transfer Pricing concept → Simplified billing for employees in different geographies with different currencies
- Flexible Global Tax Solution module → Complex and country-specific taxation simplified; compliance ensured
- Centralized employee information → Know employees globally; visibility for allocation of resources to new projects
- Leave and Timesheet System → Optimized Employee Self-Service; paperless, automated Employee Time Management

CAN RAMCO DO IT FOR YOU?

Of course it can! To find out more on how Ramco can answer your need, e-mail contact@ramco.com