

## Case Study

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### Reliance Energy



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### Customer Background

Reliance Energy Ltd (Formerly BSES) is an Independent Power Producer (IPP) in the Power sector in India. Starting off as a pure distribution company, BSES diversified into upstream businesses and as part of this drive, set up a thermal power generation unit at Dahanu.

The Dahanu Thermal Power Station (DTPS) is a state of the art power generation facility. The power plant was commissioned in 1995 as a 500 MW (2 X 250 MW) coal based thermal power station situated approximately 120 kms from Mumbai on the western seacoast .It chose to implement Ramco's Enterprise Asset Management (EAM) suite in the year 2000. **In the year 2004-05, it was rated the Best Power Plant by Platt Energy from among 12 short listed power plants across the world.**

### Need for a Solution

Built as a green field project, DTPS began commercial operations in 1996.

The deregulation of the Indian Power sector was the harbinger of change for all existing operators in the field, both private and governmental, alike. Soon after the plant began commercial operations in 1996, need was felt to implement a comprehensive Asset Management System to ensure that intended business performance in terms of high availability, sustained life of assets, low cost of power generation are sustained for years to come.

As part of this drive, BSES decided to put in place, a cutting edge EAM suite at DTPS.

### Why Ramco

BSES evaluated all major offerings in the EAM space and decided in favour of Ramco. The Ramco approach fitted well with BSES's requirements and expectations from a strategic IT partner.

The key issues that BSES was looking to address were:

- Rich, best of breed EAM functionality
- Flexibility of the product to suit similar business process requirements
- Easy extensibility to add one-off requirements and statutory compliance
- Robust training plan and "knowledge transfer"
- Assured local support

Ramco scored the best, on all of the above-mentioned criteria and won the assignment early on, in the decision-making process.



### Benefits

- Inventory rationalised from 55,000 items to 30,000 before implementation
- No Parallel run
- System live on schedule and used from day one
- "Train the trainer" concept helped the original batch of 15 trainees carry out internal training for 250 users and take ownership of the system
- System admin staff trained on SQL server, in addition to Ramco e.Applications
- Extensions built, to handle requirements of service orders, coal receipts, power generation reports, etc
- Historical inventory and equipment data seamlessly ported from legacy system to Ramco e.Applications

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### The Solution

- Ramco e.Applications 3.1 sp2
- Complete EAM suite comprising of Maintenance, Logistics (with Contracts), Financials & HRMS
- Solution implemented for 250 named and 45 concurrent users



### Customer speaks

“Dahanu is the first Indian power plant to use such a system...it has helped managers implement best practices and departments operate more uniformly.”

**Quotes Prabir K. Majumdar, Dahanu's, Deputy General Manager of O& M in the top power plants of the world survey conducted by Platt Energy, USA.**

### About Ramco

Ramco is a global provider of business consulting, enterprise solutions and outsourcing services that enhance business value through better business processes and agile global-class applications. Ramco Systems has offices in nine countries and over 450 customers in 1,000 locations worldwide. The company provides solutions to multiple verticals including banking, insurance, manufacturing, supply chain, aviation, transportation and logistics, healthcare, governance, retail and more. Ramco Systems has been certified for ISO 9001:2000 quality standards and assessed for SEI CMMi - SW Level 5. The company is part of the USD 800 million Ramco Group and is publicly held.

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