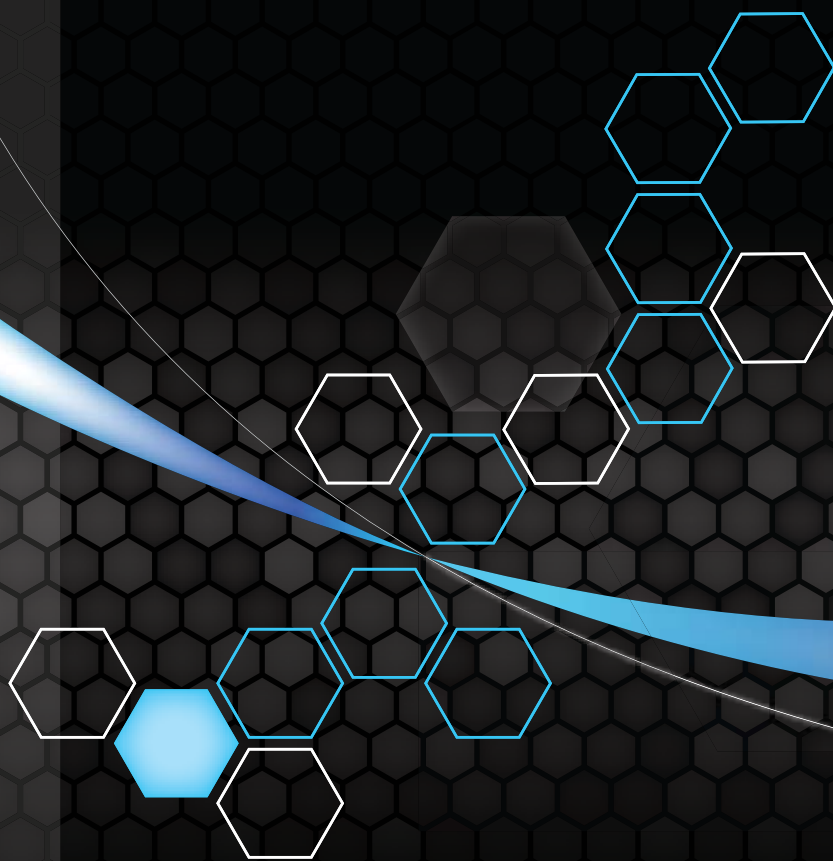




# Ramco Co-Creates with a Leading Manufacturer of Specialty Chemicals



## Ramco: Co-creation is at the core of everything we do

Ramco Systems, a leading provider of flexible business and technology solutions, helps Global 2000 companies innovate and win. Its uniquely collaborative co-creation process results in enterprise solutions that fit like a glove, and integrate seamlessly with any other technology systems, platforms and applications.

With complete end-to-end integration of business processes, a system that dynamically adapts to business process changes, and actionable business intelligence that reveals the impact of those changes in real time, corporate leaders can now enjoy the freedom to focus on their business rather than its technology. Leveraging a growing repository of over 1,000 re-usable enterprise class components for rapid implementation, and its revolutionary transaction and analytics platform, Ramco delivers true business process flexibility and operational change-on-demand to more than 450 customers worldwide.

## Co-creating with a leading manufacturer of high value specialty chemicals

A leading manufacturer of high value specialty chemicals for industrial applications, our client serves the automotive, packaging, home and personal care, paper and chemicals industries, with annual turnover of approximately \$6.5 billion. Their products and services are sold in over 120 countries, with over 14,000 employees worldwide.

This global manufacturer was looking to optimize employee performance and workforce utilization. They wanted a centralized performance appraisal system that they could use to monitor the performance of their global manager population (across 40 different countries), and facilitate objective communication with their managers to help better their performance and address issues. The

vision was to evolve the business through a focus on staff performance and retention at that level of management.

Additionally, our client needed a single consolidated view of all employee information. A lack of timely information and transparency in staff planning was making it difficult to effectively manage employee performance and workforce utilization. Our client needed a solution that could:

- Provide actionable real-time analytics to monitor employee performance and assignments
- Enforce security and control user access to various levels of data
- Manage a global workforce in terms of skills repository, personnel costs, employee-based business metrics and more
- Enable change-on-demand for an evolving business

Their need for efficiency and flexibility meant overhauling their infrastructure – they would need to consolidate data from about 40 individual homegrown HR systems and create a single consolidated data warehouse. With many countries and geographies of operation, there were inherent complexities of labor laws, wages, taxation, employee data disclosure rules, and more. And as a global player with thousands of employees, a technically well-architected solution was mandatory to meet requirements like high availability, distributed heavy usage and high volumes of data transmission. Lastly, they would need the flexibility to adapt the reporting structures, data accumulation, and data access to accommodate ongoing organizational change.

## Enabling productivity and employee performance through technology

From the beginning, we worked closely with our client to clearly determine the success factors for implementing the right solution. Factors such as top management

# Co-create. Innovate. Win.

commitment, an extensive scoping process to understand the nuances of the business, detailed prototyping and well-documented solution requirements would all be essential. Scenario testing with customer-provided data, a well-managed change request process, and benchmark testing of performance under various volume and concurrent usage situations were also part of the path to success.

With these factors identified and extensive due-diligence completed, we were able to deliver a glove-fit solution for our client.

The solution leveraged pre-existing components from Ramco's growing library of common business processes such as analytics for decision-making and financials. Custom components were developed for the more specific needs of the performance appraisal system. This custom component was adapted from Ramco's pre-built Human Capital Management application, to facilitate performance appraisal ratings, notes on performance (with very descriptive capabilities for issue resolution and progress against key objectives for the year), recommendations for the future, and more.

Other solution highlights included:

- A centralized system that analyzes, monitors and controls over 14,000 worldwide employees
- A single consolidated view of all employee information
- Analytics dashboards for over 700 decision-makers
- Taxation rules managed for all countries of operation
- User-based access to data with appropriate security controls over personal information, compensation and performance data
- Delivery in the technology choice selected by the customer
- Ability to integrate with other systems

## When it came to decision-making, Ramco's solution was clearly the best choice

Ramco delivered a co-creative solution that led to a dramatic reduction in time required to analyze employee performance data—from 3 weeks to 15 minutes. This dramatic improvement in productivity facilitated faster decision-making, and enabled more effective management of a worldwide workforce overall.

The system's revolutionary component architecture also permitted a gradual transformation to achieve a fully consolidated HR system, with the flexibility to introduce future process changes one at a time, at any time. Scalable to over 700 senior managers, the solution's inherent design superiority has withstood significant changes in its organizational structure without requiring additional functionality changes.

Launched in just six months, and completed in a total of 9 months' time, Ramco's solution enabled this manufacturing giant the employee management visibility they needed—when they needed it—to allow them to succeed.



| Additional Data Upon Completion |  |
|---------------------------------|--|
| Parameters                      | Data   |
| Size                            | 500 personalized function points*  |
| No. of Process Chains           | 1  |
| No. of KPIs                     | 15   |
| No. of User Interfaces          | 12   |
| No. of Functional Areas         | 30   |
| Delivery Platform               | Delivery on MS platform with DNA and SQL 2000 database   |
| User Details/Location details   | 250 Users; Scalable to 700<br>Centralized implementation for employees across multiple countries   |
| Area                            | Benefits   |
| Performance Assessment          | Establishes a comprehensive method for the review of individual employees, leadership performance and necessary staff planning actions to enhance employee and manager performance and development |

### Co-Create with Us!

While this game-changing solution was uniquely developed for a leading chemical company, our co-creative approach can deliver the same winning results for you, whether your business is chemicals, logistics, agri-trading, manufacturing, aerospace, financial services or any other industry. Visit [ramcocreate.com](http://ramcocreate.com), call **1.800.4RAMCO1** or e-mail us at [innovate@ramco.com](mailto:innovate@ramco.com) to co-create with us on your next generation enterprise class solution.

*\*Functionality and size of the solution may have changed since scoping and implementation. Function point is a unit of software size, please refer to <http://ifpug.org/> for industry definition.*