

Case study : Invoicing and Contract Management System

SODTECH
Solutions on Demand

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iDempiere
Open Source ERP System

Business Flexibility

With SODTech Open source ERP

iDempiere is an excellent tool for management.

“SODTECH has developed a fully customized Contract Management Module in iDempiere ERP for us and it has brought great flexibility and efficiency for our business.”

*Balkishan Chandak,
CFO, ARAMARK*

Client profile

ARAMARK is a leader in professional services, providing award-winning food services, facilities management and uniform and career apparel to health care institutions, universities and schools, districts, stadiums and arenas, and businesses around the world. In addition to its significant presence in the US, ARAMARK also serves customers in 21 other countries around the world. ARAMARK seeks to responsibly address issues that matter to its clients, customers, employees and communities by focusing on employee advocacy, environmental stewardship, health and wellness, and community involvement.

ARAMARK entered India in 2007, and currently is focused on Integrated Facility Management with expanding focus in Manufacturing & Engineering services and Healthcare sectors. Headquartered in Mumbai, it has 1800+ employees: it is mainly focused in Western, Southern and North India.

ARAMARK India has decided to implement an Invoicing and contract Management System to integrate all contract management functions of the organization and has approached SOD Technologies, Cochin to implement Invoicing and Contract Management module of iDempiere ERP as their contract management application. To automate, integrate the Invoicing and Contract Management operations of the organization using iDempiere ERP.

The Challenge

Aramark signs a contract for services it provides to a client. The contract can include one or multiple services with various billing natures and can be for one site or can have multiple sites.

Renewal of the contract should be intimated to the Client. There is no particular system or alerts procedure for keeping track of contracts near to expiry. User has to manually check for the contracts getting expired periodically. When a contract is renewed the changes are maintained separately, new cost sheets are prepared if the rates are changed. This posed a tedious task for the team to manage the renewal process and having to maintain a new spread sheet caused data duplicity.

The current process for handling contract is manual. ie, contract details are not captured to the system. Contract details have to be referred while preparing invoices periodically. Calculation sheets are maintained in excel and used every month for calculating amounts for various services based on the billing types.

As the business grew it became more and more a tedious task for the employees to manage the contracts. The existing system was not able to cope to the growing needs and the Client wanted to have a dedicated system to manage the Contract announcement and the work distribution for their business. They were having an existing system for managing most of their activities but had little control over the contracts.

As there was no such feature available by default in iDempiere, SODTECH team had to start developing the particular module from the scratch and our team did a detailed requirement gathering and froze the scope before the development. Client business is spread over wide range of industries and catered for diverse services like food and refreshments, facilities management, lodging and accommodation, clean room services, etc. So the final system had to be planned to meet diverse functionality under each contract.

Another problem was since Aramark's services spanned over wide range of industries it was really hard for the administrator to keep track of the services offered as per the contract. For example there can be a lot of Client facilities and services offered under each contract. Under a single contract there would be multiple service and billing types. Many groups within a company need to access contracts or contract information.

In addition there will be lot of sites and the site admin has to update the attendance from each of the site which has to be fed to the main system. There are several types of billing system for all the services offered and for contracts or services based on man hour calculation it was difficult for the site admin to update the information manually and send it to the accounts department for calculating the wages.

Though many of these contracts contain clauses, terms, conditions, commitments and milestones that need to be tracked and managed over the contract's life to maximize business benefits and minimize associated costs or risks, most organizations never actively manage their contracts during the agreement period. Contracts are archived away in departmental filing cabinets never to be reviewed again until a problem arises or the contract has already expired.

Solution Summary

Automation of workflow Increased cost- effectiveness Improved workflow and efficiency Better coordination of departments Streamline the Operations

The Solution

SODTECH has been a long term iDempiere implementer. deploying global ERP applications in complex multinational SODTECH proposed iDempiere ERP. an open source solution which is not tied by any licensing cost for functional changes or version upgrade. The solution provided is a web based portal so that the data can be accessed from any place anytime by the management.

iDempiere Contract Management Module wit Centre all the details of signed Contract with all the detail to automate the invoicing process Wren a user prepares a Performance invoice each invoice line created against a resource or service type wilt be validated as per the agreed contract. The new system will also support attachments of the copy of contact files either to the file system or to the database.

With the introduction of the iDempiere ERP system for managing the Contract activities it became altogether easier for the site admin to report and update the system with the daily attendance chart and update the same to the main system automatically so that the assigned person from the accounts department will get all the required information at the tip of his fingers for easy wage calculation. Overall ERP Software has helped company to streamline its operations and manage it from a Central Location. The information from Operations required by the decision makers was available to them at their fingertips. Consistent relevant interactions across channels have been made possible with the introduction of iDempiere ERP.

Our advanced Contract Management covers enhanced functionality around service contracts and the whole life-cycle of a contract with processes of contract offering. Contract execution and contract maintenance. With the introduction of the iDempiere ERP the entire workflow has been automated like Automation of contract activation processing. Master contract templates marketing integration for contract renewal process. Offering the necessary information in a smart way enables resource planners to plan and react accordingly. The software helped the company manage their operations better by quickly providing the vital information and analytics to the Senior and Top Management Better control on the existing business and new prospects helped the client improve the coordination between the accounts and site management

The logo for SODTECH, featuring the word "SODTECH" in a bold, blue, sans-serif font. The background of the page is white with a large, diagonal, light blue and grey abstract shape on the right side. In the bottom left corner, there is a large, stylized, light blue and grey graphic element that resembles a letter 'S' or a similar shape.

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