

ORION ERP Suite helps Al Fozan, a Kingdom of Saudi Arabia-based conglomerate, automate its processes across eight companies



Industry

Retail, real estate, manufacturing and trading

Number of employees*

14,000

Locations*

Headquartered in Al Khobar, spread across Kingdom of Saudi Arabia (KSA)

Customer since

2013

Source: The data is updated for 2016*

The customer

The Al Fozan Group was founded in 1959 and has grown into a successful conglomerate with operations throughout the Middle East. The Al Fozan Group has evolved and diversified over the years and has become a predominant player in the retail, real estate, manufacturing and trading sectors. Its approach to corporate social responsibility puts the group on an even footing with the world's best. Today, the group encompasses 35 companies under its umbrella and 110 retail locations in KSA and GCC.

Challenges

Prior to the implementation of ORION ERP, the client did not have any ERP software and hence they carried out all the tasks manually. This was extremely cumbersome as the head office overlooked the operations of several branches which were geographically dispersed. This resulted in poor data handling and loss of information as the processes were extremely people dependent. The client was looking for a solution that could create a centralised information architecture throughout the retail arm of the business.

Solution

After evaluating multiple ERP providers, the client chose the ORION ERP software as it proved to be very user friendly and even the lowest level of ERP users could use the software without any difficulty. Furthermore, in terms of IT maintenance, the ORION ERP solution could be maintained internally without much effort. The local presence of 3i Infotech in the Gulf region also meant that support would be available as and when necessary.

The client has been successfully using the ORION ERP solution for the past 10 years. The solution comprises the following modules: Finance, Budgeting, Fixed Assets, Sales, Procurement, Inventory Management, HRMS, Project Management and Payroll. Currently, nine companies within the Al Fozan Group are using various modules of the solution.

Benefits

The client achieved the following business benefits:

- Create invoices and important reports in the Arabic language, which is mandatory for companies operating in KSA
- Enhanced quality of reports and data handling
- Systematic and centralised processes and happy end users
- Minimum downtime as all complaints are addressed within 24 hours



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For more information, talk to us today.
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