

ORION Enterprise Suite enables a premier hygiene product manufacturer from the Middle East automate processes and gain operational flexibility



Industry

Hygiene product manufacturing

Number of employees*

350

Locations*

UAE, Middle East and Africa

Customer since

1999

Source: The data is updated for 2017*

The customer

Established over 45 years ago, InterCare is a leading manufacturer of hygiene products, catering primarily to the hospitality sector in the Middle East. Its wide range of products include public washroom hygiene supplies, floor cleaning equipment and chemicals, paper tissue products, security products and underground waste management systems.

Challenges

Prior to 1999, the client was using an in-house ERP software with limited functionalities. This legacy ERP system failed to support the growing business operations and had to be replaced as it was obsolete. The client was looking for a cutting-edge ERP software that could meet the unique needs of their business and was backed by efficient customer support. They required a robust ERP system to support their growing operations.

After evaluating the available ERP vendors, the client decided to deploy the ORION Enterprise Suite as it was user-friendly and provided operational flexibility that the legacy ERP software lacked.



Solution

The client's critical operational data was highly disorganised. The ORION ERP implementation team reorganised the data and migrated the same to the new ORION Enterprise Suite. The entire deployment process was completed within a year.

The following modules were implemented:

- Manufacturing Suite
- Job Costing
- RMA Management
- Rental Service Management
- Business Intelligence
- Maintenance Management
- HRMS & Payroll Management
- Document Management

Over the years, the client received two ORION Enterprise Suite upgrades which barely took over three months each. The team provided robust back-end support. Additionally, the 3i Infotech team regularly conducted training programmes for the ERP users and educated them about the new features and functionalities.

Benefits

The client achieved the following business benefits:

- Greater operational flexibility
- Automation of approvals
- Elimination of manual excel-based data entry processes
- Precise and on-time reporting



The ORION Enterprise Suite comes with great 24/7 customer support. In all these years of using this ERP solution, we have never faced any downtime. Moreover, the 3i Infotech team regularly conducts trainings to keep all ERP users abreast with the new functionalities of the system.



For more information, talk to us today.
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