

ORION Distribution Suite helps Mitsumi Distribution, a leading IT product distributor in Africa, gain accurate business information and streamline its financial process



Industry

IT Product distribution

Number of employees*

300

Locations*

Africa

Customer since

2011

Source: The data is updated for 2017*

The customer

The client, Mitsumi Distribution, began its operations in the year 1996 in Nairobi with the aim to introduce appropriate and affordable technologies in the African market. Today, the client is an authorised distributor of leading global IT hardware and software brands across the African sub-continent.

Some of the well-known brands in Mitsumi's growing portfolio include Acer, Asus, Canon, Dell, Hitachi, HP, Intel, iSurf, Lenovo, Microsoft, Polycom, Rivedbed, Samsung, Toshiba, Tripp-Lite and WD. The client has operations in 10 countries in the North, West and East Africa. Mitsumi's regional coverage and widespread customer base has made the group the largest and fastest growing distributor in Africa.

Challenges

The client was using a standalone financial management system to keep its books up-to-date. Even though the financial software was being used for day to day record-keeping, it was not as efficient as newer technologies in the market. Additionally, there was no other software deployed in any of the client's other processes. The client wanted to gain visibility into the company's operations, especially key processes that affected profitability such as purchase and sales. Furthermore, the client wanted to automate its HRMS and payroll functions.

Solution

A comprehensive business study was conducted with department heads. The findings of this study helped the 3i Infotech team group processes into modules and functions. This was followed by discussions aligned with 3i Infotech's rich domain experience and industry best practices were suggested. A solutions blue print was submitted to the client in line with the above. After thorough mapping of the client's processes, the ORION ERP Distribution Suite (Version 10.6) was deployed. The implementation process took about nine months time from start to finish. Once the implementation at the head office was completed, a multi-country roll out was performed.

The ORION ERP suite included the following modules: Financial Management, Sales and Distribution Management, Procurement and Inventory Management, Rebate and Price Protection Management, RMA - Return Material Authorisation and After Sales Service, Loyalty Management, Serial Number Tracking, Virtual Kitting, ORION Retail POS, HRMS and Payroll Management, Document Management System, and Employee Self Service Portal.

Benefits

The client achieved the following business benefits:

- Clear visibility of planned, running and scheduled tasks across the organisation due to the interconnection among related business processes such as Finance, Sales and Purchase
- Accurate business information reporting enabled better decision-making
- Automation of multiple, previously manual processes
- Precise and on-time reporting

“ The ORION Distribution Suite has become an integral part of the way we function over the years. The employees depend on the ERP suite and cannot function productively without it. ”

Mr. Chandru, IT Manager, Mitsumi Distribution



For more information, talk to us today.
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