

CASE STUDY

Baan Maintenance Services For a Fortune 500 Truck Manufacturer

The Client - Fortune 500 Maker of Trucks and Buses

The client is an \$8 billion manufacturer best known for its over-the-road trucks. The company also makes medium-duty and severe service trucks, school buses, diesel engines, and replacement parts, and provides services such as financing and insurance. It sells its products, parts and services through a network over 1,000 dealers worldwide.

The Challenge - Maintaining Baan ERP System

The company had an existing Baan enterprise resource planning (ERP) implementation, employing modules for manufacturing, distribution, and financial management. The application was customized to meet specific business needs, and integrated with numerous other enterprise application systems.

Previously, the company managed the Baan maintenance process through a mixture of internal employees and on-site contract consultants. The information technology organization was looking for ways to more cost-effectively manage Baan maintenance, while ensuring timely turnaround of maintenance activities and adherence to quality processes.

The Solution - An Integrated Virtual Maintenance Team

The client chose Trigent to augment its Baan maintenance activities, providing customization, enhancement, maintenance and upgrade services for various components within the Manufacturing, Financial, and Distribution modules of Baan Ivc4.

Trigent's main development team is located in its Bangalore, India development center, where they access the client's systems through a secure Virtual Private Network. Consultants at the client location work alongside client staff to coordinate day-to-day activities and advance time-critical projects.

Each of Trigent's Baan consultants are certified by Baan with a minimum of 3 years experience implementing and maintaining Baan applications in a variety of industry verticals. They have expertise in the areas of Manufacturing, Projects, Distribution (including Sales and Purchase and Inventory), Finance, EDI, and Web Integration.

Trigent employs a proprietary online system for task tracking and measurement to provide both the Trigent and the client team with visibility into all ongoing

By using Trigent's maintenance services and leveraging Trigent's offshore capabilities, the client could stretch its IT budget, increase its daily development hours, and better ensure quality through the application of Trigent's ISO 9000 certified quality processes for maintenance and development.

CASE STUDY

maintenance activities, and to effectively manage work-flows and approvals across the companies and time zones.

The Results - Reduced Costs, Enhanced Quality

By leveraging Trigent's ISO 9000 certified quality processes for maintenance and development, the client has gained a more systematic approach to its Baan application maintenance than they had previously. By effectively employing time zone differences, the company could also gain a significantly extended daily development cycle.

The client could further stretch a tight IT operating budget, with developer costs averaging almost half that of contract or internal staff. The company could also reduce costs associated with training and retaining internal staff to maintain the Baan system, and free current staff for other strategic initiatives.