

OVERSEAS INFRASTRUCTURE ALLIANCE (INDIA)

ENABLING DIVERSIFICATION AND GROWTH IN GLOBAL OPERATIONS

QUICK FACTS

Industry

Engineering, construction, and operations

Revenue

Rs 1.92 billion (€29.1 million)

Employees

76 (in India)

Headquarters

Mumbai, India

Web Site

www.oialliance.com

SAP® Solutions and Services

SAP® Business All-in-One solution including the Collaboration Projects application; enterprise resource planning functionality for financial, controlling, materials management, and quality management

Implementation Partner

Larsen & Toubro Infotech Ltd.

Key Challenges

- Manage an increasing number of projects with minimal increases in employee headcount
- Use IT to improve the management of individual projects and the growing business environment
- Streamline business processes and system landscapes
- Support business growth and diversification with IT-driven tools

Implementation Best Practices

- Strong senior management involvement
- Solutions evaluated against comprehensive requirements matrix
- Internal IT road map developed with consultant
- Formal change management during implementation
- Well-defined training with HR workshop
- Success measured with governance scorecards and employee surveys

Financial and Strategic Benefits

- Standardized core processes support further growth
- Ability to deliver larger, more complex projects
- Greater cost control with profit-center accounting
- Improved customer satisfaction
- Enhanced decision making across organizations
- Ability to provide IT solutions and IT-enabled e-governance services

Why SAP Was Selected

- Best fit for established requirements with support for standard best business practices built in
- Able to meet unique needs of the industry
- Superior functionality and scalability for future needs of the organization
- Availability of country-specific export reporting software from SAP partner Collabera Enterprise Software Solutions Pvt. Ltd.

Low Total Cost of Ownership

- Rapid 5-month implementation
- Zero deviations from implementation schedule
- Focus on core functionality in first phase
- External consultant used to facilitate process reengineering
- Validation of process changes by executive leadership
- Continuous system performance monitoring with regular SAP EarlyWatch® services reports

Operational Benefits

- Higher on-time project delivery rates
- Improved ability to meet aggressive project schedules
- Real-time visibility of project status
- Improved control of workforce ramp-ups
- Shorter supplier lead times
- Real-time tracking of cash flow and risk parameters

Overseas Infrastructure Alliance (India) Private Limited (OIA) is a project development and management company with offices in India and Africa. To help enable further growth and diversification, OIA chose an SAP® Business All-in-One solution to support its global business. Today, OIA is managing a growing number of international projects with the help of standardized processes and more-efficient operations.

“At OIA, we believe our company can now manage infinite growth with the systems and processes we have in place.”

Austine Sequeira, Director of International Operations, Overseas Infrastructure Alliance (India) Private Limited

www.sap.com/contactsap

Building Infrastructures Globally

Overseas Infrastructure Alliance (India) Private Limited (OIA) helps stimulate the growth of individual industries and entire nations by designing and managing infrastructure projects in fields as diverse as energy, transportation, agriculture, and IT. With each undertaking, OIA strives to set new standards of excellence.

OIA has a rapidly growing number of projects in Africa and other emerging economies. But delivering complex projects that meet schedule, cost, and quality requirements is critical to its continued success. OIA needed to integrate its far-flung operations on a standard IT platform that could help ensure best practices in processes such as material procurement, environmental protection, and project quality.

Seeking a solution that addressed the unique needs of the engineering and construction industry, OIA compared products from SAP, Oracle, and best-of-breed solution providers. Each solution was evaluated against a comprehensive functional requirements matrix. After a rigorous six-month selection process, an SAP® Business All-in-One solution proved to be the best fit.

Delivering a Successful Project

To drive this enterprise-wide project, the company engaged an experienced

implementation partner and developed an internal IT road map to identify near-term objectives and follow-on capabilities. OIA started by implementing core functionality to standardize key processes and promote system adoption across the enterprise.

Other success factors included weekly executive reviews, active involvement of OIA's business process experts, and a formal change management program. With its focus on solid project management, OIA was able to roll out the SAP software at two locations in India and one site in Ethiopia in a rapid five-month implementation.

Gaining Benefits Across the Enterprise

These days, OIA is exceeding client expectations with the help of more efficient processes and greater visibility. For example, OIA can manage overall costs better with profit center accounting and the ability to generate project-specific profit-and-loss statements. In addition, the company uses back-to-back ordering at the start of projects to cut supplier lead times and ensure timely delivery of critical materials. At the job sites, access to real-time work status and system-generated alerts improves decision making and lets project leaders address issues quickly. It also helps OIA provide customers with the latest information on project status and projected completion dates. OIA is now better able to plan, monitor, and take

corrective action in all its business operations, and it can better focus its marketing efforts.

These capabilities have enabled OIA to pursue larger projects, effectively manage necessary employee ramp-ups, and boost on-time project delivery rates even higher.

OIA is also leveraging the new systems to broaden its service portfolio. Independent quality reviews have assessed OIA at Level 5 on the Capability Maturity Model of the Software Engineering Institute. This has helped the company add IT solutions and IT-enabled services such as e-governance to its global offerings.

Growing Worldwide Operations

Next on the IT road map, OIA plans to make greater use of its enterprise data. Specifically, the company is looking at SAP Interactive Forms software by Adobe and advanced reporting and analytics functionality.

Today, OIA continues to diversify into areas such as healthcare and distribution services, and it intends to expand operations to other parts of the world. As OIA executives are quick to point out, now the company has the business systems in place to support that growth.

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