



Grove's IT Solutions shrinks over 1500 miles for Merchem Limited; helps the company monitor and manage IT infrastructure at 4 locations through a remote centralized center.

Customer

MERCHEM Limited is one of India's largest Rubber Chemicals Manufacturing Company. With a domain expertise of nearly three decades, MERCHEM has established itself with factories in Kerala and Gujarat.

Challenge

Merchem has a number of offices – the Sales & Marketing Department is headquartered at the Administrative Office at Cochin and it also has teams in Delhi, Calcutta and Mumbai. The company has two factories in Kerala and one in Gujarat. The orders from customers can be manufactured at any one of the 3 factories or may be by more than one factory (i.e. after some processing the material moves to another factory before being shipped to customer). They need to track (1) raw materials (2) finished goods and (3) spares at all the 3 locations and an ERP package helps them to do so. However, it is also important for them to monitor the network, links, servers and associated IT infrastructure 24X7.

To do this at all the five or six locations the cost would have been high and control would also have been a problem.

Solution

RIMS was set-up with a Network Operations Center (NOC) at their AO at Kalamassery, Cochin. The NOC was designed to do the following:

1. Help Desk (24X7) for all the users
2. Monitor and manage all the servers at the company's 4 locations, 24X7
3. Monitor & manage the network and all the links 24X7
4. Report and escalate as might be needed.

Benefit

There were a large number of benefits namely:

1. Superior control of raw materials, stores and finished goods
2. Better user satisfaction as users get not only 24X7 support but also proactive support.
3. Management is happy with assured uptime and centralized control.



GROMAX DEPLOYMENT HELPS CHEMICAL COMPANY ACCOMPLISH HIGHER CUSTOMER SATISFACTION

Customer

Merchem Limited is a leading manufacturer of specialty rubber chemicals. Leading tyre manufacturers and rubber goods producers in India and abroad are Merchem customers.

Merchem is headquartered at Kochi in Kerala, India. The company has three factories, two in Kerala and one in Gujarat and a pan-India presence with offices in major Indian cities. Its products are distributed through dealers in India and abroad.

Business Need

The client was growing and expanding rapidly. An easy way of assimilating data related to all its activities was felt to ease the trajectory of success – an ERP would answer this.

Challenge

1. The client was in a business-to-business segment where just-in-time delivery was of great importance. Ability to track goods and finished products were important to maintain a robust system. The company wanted their ERP to synchronously update at all its offices for possible tracking of goods from anywhere.
2. All the systems, servers and all connections should be up and connected at all times – a challenge that was overcome through Grove RIMS. [Read More](#)

Solution

Grove implemented GromaX, its Enterprise Resource Planning solution, throughout Merchem's 4 offices and 3 plants after customizing it as per the requirements of the niche industry that Merchem was in. The Production, QC, Plant Maintenance and Sales modules were completely customized. Four servers were set up and were connected online to ensure synchronous data transfer. At all the locations, role-defining and role-assignments were done to ensure confidentiality. Grove organized induction seminars to train end-users on GromaX. A Users-Guide was released to explain the new processes.

Benefit

1. Customer-centric sales module has given Sales team control on consignment status, complaint management and customer service.
2. Better operational efficiency by homogenization of business processes.
3. Incorporation of business best-practices into the working.
4. Transparency and control over all areas of business.
5. Effortless generation of reports.
6. Easier inventory management with zero errors.
7. Happy management.



GromaX implementation catalyzes change for Primus Gloves: enhances company's image to customers, reenergizes staff.

Customer

PRIMUS GLOVES PVT. LTD (Primus) is a 100% export-oriented unit manufacturing PREMIUM QUALITY GLOVES with a production capacity of 6 million pieces of medical gloves per month. The company has a track record of above 10 years in this field. Primus is ISO 9001:2000 certified and all the types of gloves manufactured are CE certified. FDA 510(K) numbers have been obtained for various gloves.

Business Need

As the company started expanding its footprint in global markets, it realized that besides the imperatives of low cost, high quality, and speed in decision-making, the company should have systems and processes that would earn for it, the reputation of being a company that is innovative and 'easy-to-do-business-with'. Primus was inspired to benchmark against industry best practices and aimed for process standardization across various business functions with a desire to evolve.

Challenge

Primus Gloves had relied on systems that were commissioned to address the needs of only a singular function. Over the years, a sub-optimal systems landscape dotted with disjointed homegrown systems had evolved, whose creators lacked will to change to larger management vision.

Solution

Grove suggested GromaX ERP solution as best suited for Primus. GromaX is most suitable for manufacturing companies with more than five hundred employees. GromaX helps a company grow, become more efficient, reduce costs, improve productivity, streamline business processes and improve customer service. GromaX also delivers powerful data analysis tools, performance notifications and rapid access to key performance metrics so that a manager can rev up operations' speed as per the demands of the business.

Grove conducted a detailed analysis of the various business parameters related to production, sales, commerce, pricing and inventory. It also evolved a clear-cut change management and training plan with focus on end-users.

Benefits

GromaX implementation has offered many benefits to Primus, the chief amongst them are:

1. **Automated payroll system** - With GromaX, it is now possible to retrieve attendance from punching system and process payroll with it. All statutory reports are generated on a mouse click.
2. **Automation of Plant maintenance:** With GromaX, it is possible to plan & schedule maintenance activities, which includes preventive, shutdown & breakdown. Calibration scheduling & planning adds value to it.
3. **Flexible pricing for maximizing customer value:** With the support provided by GromaX, Primus can now offer complete transparency in the cost structures. Today, the company is able to control critical parameters such as packing costs, freight costs and costs due to material rejections. With this capability, the company is now able to offer flexible pricing to its customers - a capability that was non-existent earlier.
4. **Support for local business requirements:** GromaX has simplified the complexities involved in financial accounting as per the law of the land. It provides flexibility to take into account, statutory requirements pertaining to excise duty, value-added tax, income tax, and sales tax. Notwithstanding this ease of use provided by the software to accommodate local business requirements, GromaX has enabled Primus Gloves to do business with companies across the globe.
5. **GromaX implementation has been a catalyst for organizational interaction** - Senior management participated actively in all stages of implementation lifecycle. They spent a good deal of time in promoting how ERP could help deliver upon the vision of creating value for customer. The sharing of vision re-energized the staff and provided them direction.



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