ORBIT
Your IT Navigator

Customer Success Story

Orbit Techsol Mitigated Serial Number Traceability and Other Challenges with SAP Business One®

Customer Name
Orbit Techsol India
HO: (Okhla Ph-1, Delhi, India)
Plant: (Okhla Ph-1, Delhi, India)
www.orbitindia.net

Industry
IT Services

Products & Services
Technology integration, managed services, networking, hardware and software

Revenue
~350cr

Employees
~130

Featured Solutions
SAP Business One

"I believe Uneecops is the ideal partner for SAP Business One implementation as they were always available to answer all our queries with their best-in-class solutions. **My experience with Uneecops has been phenomenal."**

Sushil Jain, CEO,
Orbit Techsol India

BEFORE: LEGACY PLATFORM FAILING TO ACCOMMODATE DYNAMIC BUSINESS REQUIREMENTS

- ✅ Orbit Techsol India was using a disconnected and inefficient legacy system which could not track serial number properly leading to mal warranty services

- ✅ Too many systems were running simultaneously which was creating unnecessary confusion and delays

- ✅ Inefficient system to allocate Serial No. to products which led to difficulty in post-sales services

- ✅ Poor customer experience due to lack of escalation matrix

WHY SAP & UNEECOPS

- ✅ SAP Business One offered complete financial & accounting management and CRM in one platform that was fast to implement, easy to use and within budget

- ✅ Companies worldwide manage their business with SAP Business One for its enterprise-ready features

- ✅ Uneecops had a good record of implementing ERP successfully and also offered a customized solution for Orbit Techsol India

- ✅ Uneecops is India's first SAP Business One platinum partner

AFTER: ONE UNIFIED BUSINESS MANAGEMENT SUITE TO SUPPORT BUSINESS GROWTH

- ✔ Escalation Matrix with a defined TAT helped improve customer satisfaction

- ✔ Back to back order management was possible digitally which not only saved time but was also error free

- ✔ Email add-on helped to send auto emails to customers that increased customer touchpoints and built their trust

- ✔ Simple yet useful dashboards enabled well informed decisions

EFFICIENCY GAINS

Quick Decisions

Automation of business process delivers reports that are accurate and available in real-time

Work Order Management

Back to back work order management cut down the time required for order processing

Think Intelligent Enterprise Think Uneecops