

**CASE STUDY**

# Tech Mahindra Streamlines Operations for a Leading European Manufacturing Company with Oracle NetSuite Cloud ERP



## Overview

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The client, a leading European sustainable equipment manufacturer, specializes in self-contained breathing apparatus and high-quality diving gear. The company faced significant challenges and operational inefficiencies due to inconsistent data, poor coordination across locations, increased system management costs, limited scalability, and delayed data consolidation that hindered real-time decision-making and adaptability. They partnered with Tech Mahindra to implement Oracle NetSuite Cloud ERP to centralize operations, automate key functions, and integrate existing systems by enabling real-time visibility and improved decision-making processes.

## Client Background and Challenge.

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The client, a leading European sustainable equipment manufacturer, specializes in self-contained breathing apparatus and high-quality diving gear. The company provides professional and recreational diving markets with operations across multiple countries. As the business scaled, the client faced increasing complexities due to disparate systems operating in silos across regions. Key challenges included:

In establishing a new digital entity, the client faced multiple hurdles:

- ▶ Lack of a centralized platform prevented the integration of regional systems and data.
- ▶ Difficulty in maintaining data consistency and accuracy across geographies.
- ▶ Inefficient communication and coordination between global locations.
- ▶ Managing multiple standalone systems led to an increase in costs and manual efforts.
- ▶ Fragmented data limited adaptability to changing market conditions.
- ▶ Limited legacy system scalability hindered future growth.
- ▶ Delayed data consolidation impacted real-time decision-making.
- ▶ Insufficient visibility of overall performance of the business.

## Our Approach and Solution

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Tech Mahindra led the end-to-end implementation of Oracle NetSuite ERP as the system integrator to streamline the client's business operations and unify regional systems. The engagement followed a structured, phased rollout model to ensure smooth adoption across geographies and minimal disruption. Our approach encompassed:

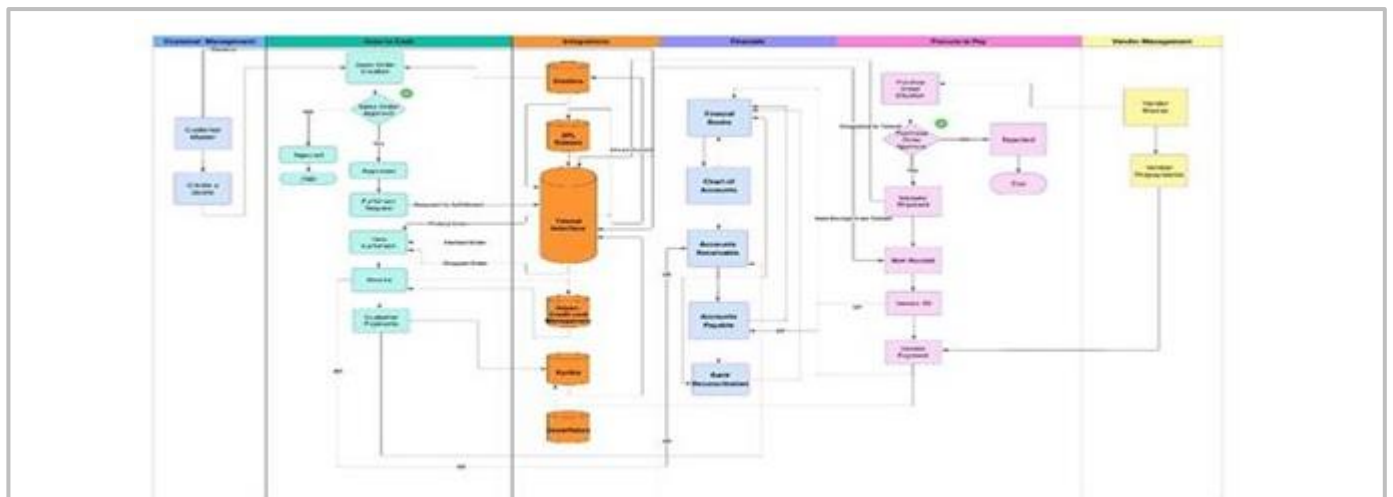
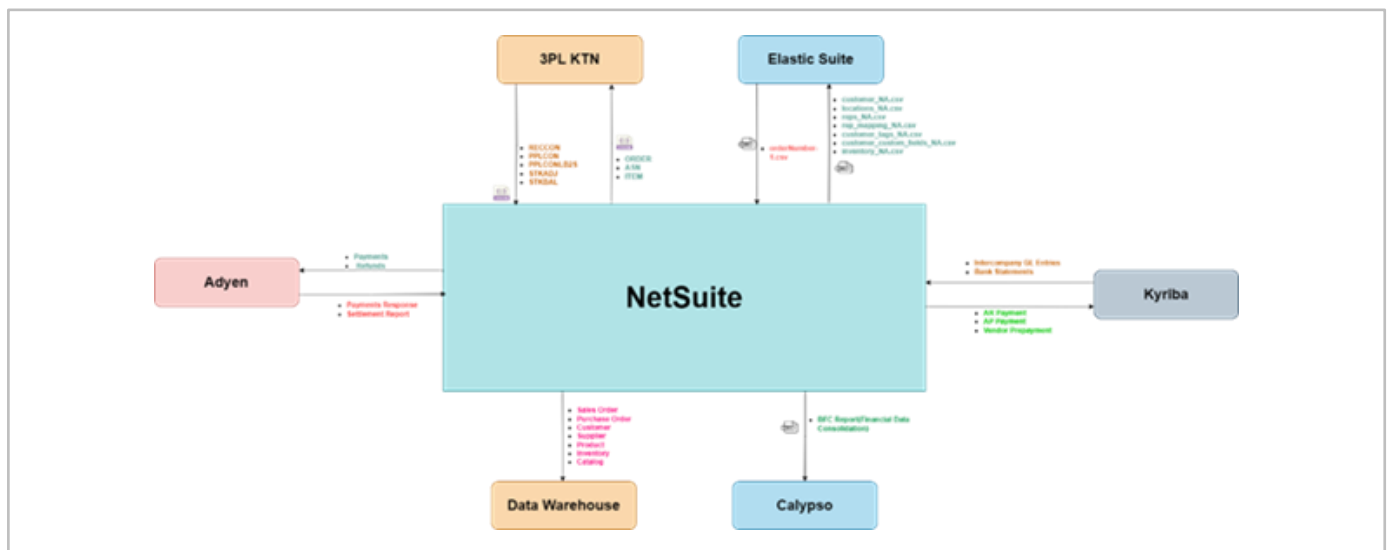
- ▶ **NetSuite ERP Core Modules:** Deployed functionalities spanning finance, procurement, inventory, order-to-cash, CRM, and demand/supply planning.
- ▶ **Centralized Data Architecture:** Enabled a single source of truth across regions, improving accuracy, consistency, and real-time reporting.
- ▶ **Automation & Efficiency:** Replaced manual processes with automated workflows to enhance speed, reduce errors, and cut operational costs.
- ▶ **Customization & Scalability:** Tailored NetSuite features to align with business-specific needs while ensuring room for future growth.
- ▶ **Integration:** Connected seamlessly with third-party tools and existing systems, allowing smooth data flow and consolidated analytics.
- ▶ **Cloud-Based Deployment:** Leveraged NetSuite's cloud infrastructure for anytime-anywhere access without the burden of on-premises hardware.

## Business and Community Impact

Tech Mahindra's Oracle NetSuite ERP implementation provided a transformative impact on Europe's leading sustainable equipment manufacturer. Key outcomes include:

- ▶ **Centralized Operations:** Unified various business functions under a single, integrated system, improving data accuracy and consolidation.
- ▶ **Enhanced Efficiency:** Automated key processes to streamline operations and reduce manual workload.
- ▶ **Real-Time Visibility:** Provided comprehensive operational and financial performance insights, enabling better decision-making.
- ▶ **Comprehensive Management:** Leveraged NetSuite's extensive suite of modules to manage finance, procurement, inventory, CRM, and more, all within one platform.
- ▶ **Cloud-Based Accessibility:** Enabled access from any location without reliance on on-premises hardware, supporting business agility.
- ▶ **Scalability and Customization:** Offered flexibility to tailor the system to specific business needs and scale with growth.
- ▶ **Seamless Integration:** Ensured smooth interoperability with Oracle products and third-party applications.

## Diagrams/Charts/Graphs



## About Tech Mahindra

Tech Mahindra (NSE: TECHM) offers technology consulting and digital solutions to global enterprises across industries, enabling transformative scale at unparalleled speed. With 150,000+ professionals across 90+ countries helping 1100+ clients, TechM provides a full spectrum of services, including consulting, information technology, enterprise applications, business process services, engineering services, network services, customer experience & design, AI & analytics, and cloud & infrastructure services. It is the first Indian company in the world to have been awarded the Sustainable Markets Initiative's Terra Carta Seal in recognition of actively leading the charge to create a climate and nature-positive future. Tech Mahindra is part of the Mahindra Group, founded in 1945, one of the largest and most admired multinational federations of companies. For more information on how TechM can partner with you to meet your scale at speed imperatives, please visit <https://www.techmahindra.com/>.

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