

**SUPPORT SERVICES IN INFOR (SSA-BaaN) ERP APPLICATION**



**CAPABILITY DOCUMENT ON  
SUPPORT SERVICES IN INFOR (SSA-BaaN) PRODUCTS SUITE**



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## SUPPORT SERVICES IN INFOR (SSA-BaaN) ERP APPLICATION

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### INTRODUCTION

Avon is both a services and a technology partner to SSA Global and has built its practice on SSA products and services for the last so many years. Avon has been actively engaged in developing the India localization pack (SSA ERP Ln ILP 6.1 , which takes care of the local Indian laws and taxes) for SSA ERP LN working closely with SSA India . Avon not only developed the India pack but also proposed the solution to be maintained as a separate independent module developed in a different technology (has been developed in J2EE) but also designed the solution seamlessly integrated to SSA ERP LN. Avon also did the requirement gathering, gave functional inputs on Indian laws and taxes through its domain experts and successfully released the solution, which is being implemented in 12 sites in India. Avon was subsequently given the mandate to develop a similar localization pack Baan VC for one its clients in India, a subsidiary of US company. Avon has successfully delivered the solution on VC.

Looking at Avon's innovative approach, which not only reduced cost but also provided a solution on cutting edge technology, SSA Korea also mandated us to design, develop and release a similar Localization module for the Korean market for Baan IVC4 and then on SSA LN (which is currently under testing).

Avon is in talks with SSA Thailand and SSA Indonesia to develop a similar localization packs for the countries.

Avon's work of creating the localization pack for India, where seamless integration of the ERP LN from a independent module and triggering of financial transactions from the module and the veracity of such transactions keeping the law of the land and the International accounting standards in mind entailed in depth study of the LN system, its working and methodology. Thus Avon's insight into LN/ Baan IVC4 and Baan VC is more internal and the way they work, which Avon to take any kind of customization, third party application integration (as we know precisely how the transactions work, what it impacts), Implementation.

Over the last 3 years Avon has considerably built its strength in SSA products like LN, Baan VC and Baan IVC4 both technologically and functionally and has today a strong pool of consultants who can take any kind of work on the above-mentioned products.

Avon also has its value added solutions on the SSA products like Value Reporting ( a reporting tool which is inexpensive, simple to use) , SMS trigger solution from the ERP , Mobile extension from the ERP for Sales force automation , Service Force automation.

Based on the kind of jobs we have handled and our capability, we provide the following services mentioned in **SECTION 1** on SSA ERP LN & Baan V C and Baan IV C4: -

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### SECTION 1 SUPPORT SERVICES AREAS SERVICES AREAS

#### 1.1 Training Services

Avon Technologies currently capable in providing training services on SSA ERP LN version 6.1, BaaN IV C4 BaaN V C.  
Avon provides training on all

- ❖ Functional modules for Key user like Finance, Distribution, Manufacturing, Services, Projects, and Tools etc.
- ❖ Administrative management Client and Server level authorization settings
- ❖ Performance tuning and
- ❖ Understanding of data security issues.

#### 1.2 Customization Services

Customization Services of Avon Technologies covers working with the standard scripts (provided by the End user) and customization scripts modification for the respective sessions which demands high level of programming expertise on Baan tools of 3GL and 4 GL programming languages. **REFER SECTION 3**

#### 1.3 Gap Analyses and System Study

Before taking up any customization and migration assignment Avon team lead by experienced project manager with right mix of functional and technical consultants undertake Gap Analysis and System Study on SSA ERP LN version 6.1, BaaN IV C4 BaaN V C which comprises. To set specification from standard / existing installed ERP system to desired level of requirements to be mapped. Which demands high level of functional expertise in various modules by experienced Fictional consultants.

#### 1.4 Integrations & EAI Services

- ❖ Integrations & EAI Services: with SSA ERP LN version 6.1, BaaN IV C4 BaaN V C
- ❖ Enterprice Integration of various applications using Third party software tools like CRM, custom applications
- ❖ Expertise on WEB methods and See Beyond application servers.
- ❖ Integration on middleware like IBM Webshere

#### 1.5 Migration and Upgradation Services

Avon provides the following migration services

- ❖ Migration from one version of Baan to higher version
- ❖ Migration from another ERP to SSA LN
- ❖ Migration from one database to another database
- ❖ Server level migration from lower level of server to higher-level server.

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**Total Implementation Approach Adopted for LN Migration**



<b>As -Is - Study</b>	<b>Existing business mapped in Baan IV</b>
<b>To -be -Study</b>	<b>Prepare workarounds &amp; Simulate</b>
<b>Gap Analysis</b>	<b>For customization user requirements</b>
<b>Implement / Customize</b>	<b>DEM, Table sharing tool</b>
<b>Integrate</b>	<b>Web services based interoperability Standards based query interfaces (JDBC, OLE-DB)</b>
<b>Deploy</b>	<b>WebTop, Easy customization (planned), Improved Configuration Management - Fast reconfiguration</b>

**Seamless migration to SSA LN ERP roadmap**



**1.6 Maintenance**

Avon with its functional and technical resources is a strong player in the maintenance arena. Remote Application maintenance and support in initial phase with the conjunction key technical and functional users of the client. In case the maintenance demands On-Site support as the need arise ATIL takes up on the need base as par the clients already agreed terms of reference of the contract.

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**SECTION 2 RESOURCE POOL & SKILLS SETS WITH EXPERIENCE**

Avon has a strong resource pool, which is a mix of both technical and functional resources.

**2.1 TECHNICAL FUNCTIONAL CONSULTANT RESOURCE POOL**

**BAAN TOOL SKILLS SETS**

Avon has a pool of five resources on with Baan tools expertise having collectively 20 man-years of experience. These resources are also equipped with the knowledge of java for third party integration. All the resources have in depth knowledge of LN and Baan IVC4 owing to their experience of being engaged in the India, Korea localization pack.

**Java/J2EE SKILLS SETS**

Avon has a very strong team of Java/J2EE who have the in depth knowledge about the technology, knowledge of integration with Baan suite of products , which is a useful and a powerful open ended technology to fulfill clients requirements and needs with open ended structure.

**2.2 FUNCTIONAL CONSULTANT RESOURCE POOL**

Avon has a impressive pool of functional consultants with strong domain knowledge be it in Distribution, Manufacturing, Projects or Finance. Avon has a 10-member pool of consultants having combined experience of average 50 man-years. The average experience of these consultants range between 2 -7 years with the experience of between 1- 5 implementation across industries like electronics, Ply Boards, steel, chemicals, and other industries. All the consultants have good communication skills and ability to comprehend difficult customizations. The composition of the team is as follows:

<b>S.No</b>	<b>Description</b>	<b>Numbers</b>	<b>Average Experience</b>
<b>1.</b>	<b>Finance</b>	<b>3</b>	<b>4</b>
<b>2.</b>	<b>Distribution</b>	<b>5</b>	<b>5</b>
<b>3.</b>	<b>Manufacturing</b>	<b>2</b>	<b>3</b>
<b>4'</b>	<b>Projects</b>	<b>2</b>	<b>4</b>
<b>5.</b>	<b>JAVA (J2EE &amp; J2ME)</b>	<b>15</b>	<b>5</b>

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**SECTION 3: PROJECTS UNDERTAKEN AND EXECUTED BY ANON**

**CASE STUDY I**

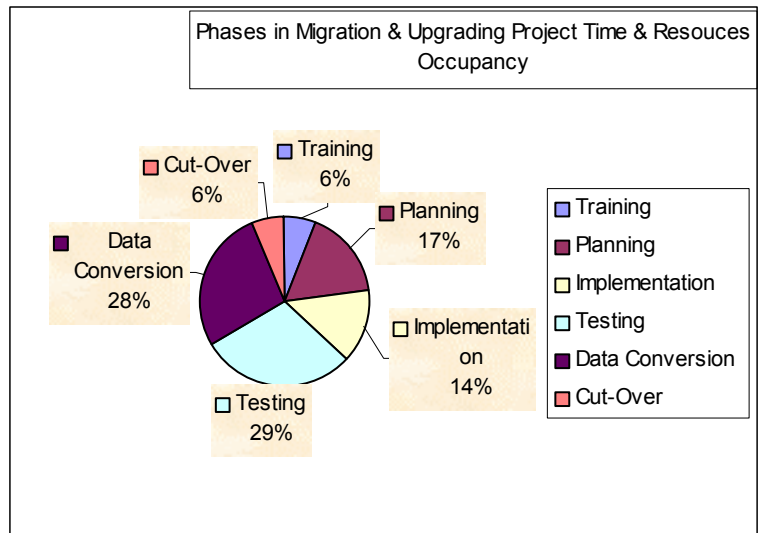
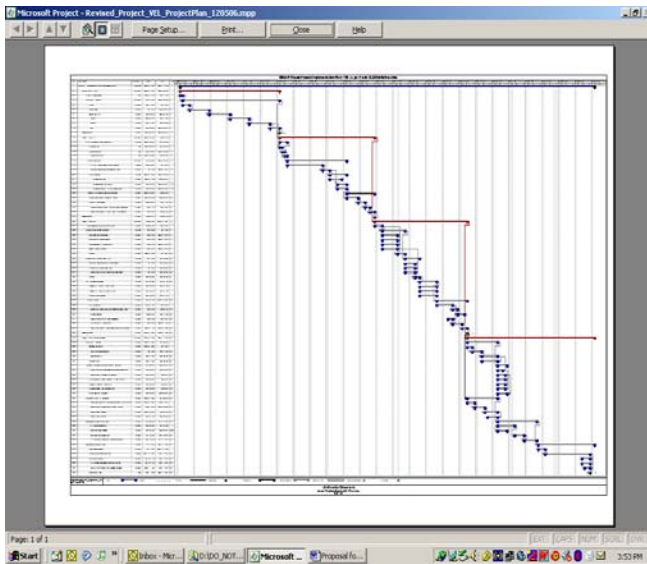
**PROJECT IMPLEMENTATION -UPGRADATION & MIGRATION FROM BAAN IV TO SSA ERP LN 6.1**

**Customer Profile:**

The client is one of the largest and leading manufacturers - exporter of Power and Distribution Transformers in India. VEL is equipped with the latest Design and Engineering technologies and is definitely one of the best in the world. The company has fully integrated plants for Single Phase & Medium Range Distribution, Distribution Transformers. Power Transformers, Dry type Cast Resin Transformers. Pad Mounted Transformers and Corrugated Tank Transformers. Transformers CRGO Amorphous Metal. Turnkey projects:-For Rural Electrification Execution

**Challenge Situation:**

**To map the new business process not covered under Baan IV and migrate to the upgraded ERP SSA LN 6.1.**



**Business Solution:**

Upgradation and migration from ERP baan IV C4 to SSA ERP LN 6.1 implementing all modules I.e. Distribution, Finance, Services, Projects and Manufacturing etc. Seamless migration in stringent project plan delivery model in calendar six months time line.

**Benefits:**

Savings of NET THREE MONTHS nEnd-to-End Total turnkey project implementation in record time of six months –in most competitive rates with best functional & technical consultants certified by the principals SSA Global to adhere the project plan designed with well defined deliverables mapping the approved User requirement specification.

**Conclusion:**

Establishing the Avon Technologies capability to implement the end-to-end project in up grading the existing Baan IV ERP and migrating them seamlessly to SSA ERP LN.

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**CASE STUDY II**

**INDIA LOCALIZATION OF SSA ERP LN 6.0 SSA GLOBAL TECHNOLOGIES (INDIA) Pvt.Ltd.**

**Objective:**

The project awarded to Avon Technologies by SSA Global Technologies (India) Pvt.Ltd.. The project is to develop a localization module for India, which in brief would include taxation, Excise, VAT (Value Added Tax) & Octroi, Export, Import etc .The module will be independent can be interfaced with various SSA products like SSA ERP Ln 6.1 , BPICS , EXE etc.

Baan being a standard ERP Package, has been developed based on the global and international legal requirements, which do not meet the complete requirements of Indian Laws specifically Central Excise, Sales Tax, VAT and Octroi, Tax Deduction at Source and Import/ Export Controls, which are available with Baan IV. Now SSA will be launching its newer version like **SSA ERP LN 6.1** and other products, which require localization. As SSA is committed to the Indian geography and to the customers, intends to develop the Indian Localization Package. The India Localization will be an integral part of the solutions from Baan and SSA Global to help the customers comply the Indian Laws.

**SCOPE OF PROJECT**

Based on the discussions with top management and high level presentation SSA had awarded the localization module, these are the following considerations:

**Platform and Technology:**

The Baan team has been weighing its options on the platform that will be utilized for this Localization product, whether .Net or Java.

**Solution Suggested:**

Both the platforms today supports various capabilities like xml, soap , Message Queuing etc.

However in case of .Net, the customer will have the only option to run on a Microsoft Windows 2000/2003 Server Operating Platform. In case the client uses AS/400, HP-UX or Sun-Solaris then they will have to maintain a separate server for Indian Localization and build a bridge between the two systems.

In case of Java as a development platform, apart from all the capabilities that .Net has it can be deployed on application server like JBoss etc. However clients looking to deploy the same on BEA Weblogic or Pramati or Oracle AS can do so without any hassles. Moreover it can be deployed on any operating platform like HP-UX, Sun-Solaris, AS/400 etc. without much changes. Thus advantages are numerous.

**Look and Feel:**

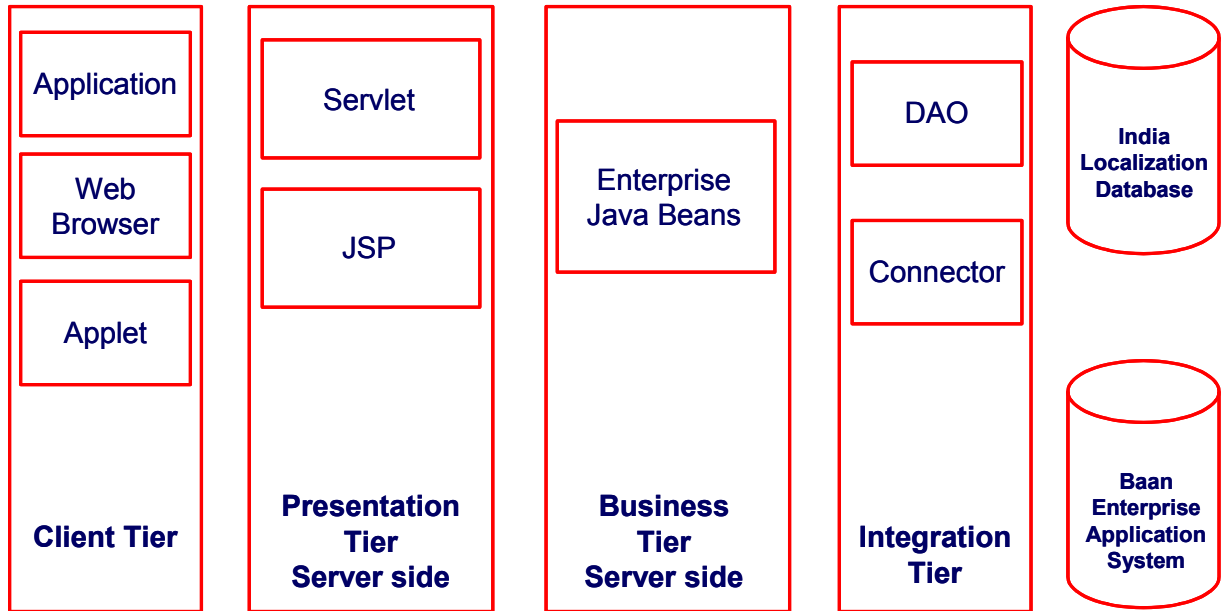
The concern or requirements of Baan team is that, the look and feel of the solution should be same as Baan screens in case of Baan, screens same as BPICS as the case may be etc. Also the users should not feel that they are using another application.

**Highlights Solution Suggested:**

- ❖ Single Sign On:
- ❖ Integration:
- ❖ Solution Suggested:
- ❖ Application System
- ❖ Open World
- ❖ Avon Connector
- ❖ Data Base Connectivity
- ❖ Security

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**SYSTEM ARCHITECTURE:**



**Platform Specifications:**

**Database Platform:**

Operating System: MS Windows NT/ 2000/ 2003 Server, Linux, HP-Ux, Sun-Solaris  
 Database: Oracle 8i and above, MS SQL Server 7.x and above, IBM DB2, Informix

**Application Platform:**

Operating System: MS Windows NT/ 2000/ 2003 Server, Linux, HP-Ux, Sun-Solaris  
 Application Server: JBoss, BEA WebLogic, Pramati, SunOne, Oracle 9i AS or above  
 Development Environment: Java based on J2EE Architecture

**System Output for Integration:** ASCII, XML, PDF, MS Excel

**Modules include**

- Sales
- Purchase
- Inventory
- Human Resource & Payroll
- Production
- Finance
- System Administration

**Technology:** Server- Windows Operating System, Oracle 8i Database  
 Client- Windows OS, Oracle Forms 6i Runtime, Oracle Reports 6i

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**CASE STUDY III  
VARIOUS CUSTOMIZATION & INTEGRATION PROJECTS BRIEF DETAILS ON BAAN IV****Project I:**

Automatic Report Production Orders Completed is a process automation that enables real-time inventory availability as soon as the last operation of a production order is completed. For high-value items where there are always material requirements for the items, this automation eliminates any delays of material movement in the system. At the beginning of the demo, a simulation of shop floor Report Operations Completed (tisfc0102m000) is performed. Upon detecting this event, the Customized session automatically executes Report Production Orders Completed (tisfc0202m000), Maintain Receipts (ILC) (tdilc4113s000), Generate Inbound Advice (tdilc4203m000) and Release Inbound Data (tdilc4204m000). This process automation eliminates the need for shop floor to perform the above steps, reduce data errors and making the inventory immediately available to fulfill material requirement of sales order or production order.

**Project II:**

Consignment Inventory is a system interface where a file is provided by supplier to process consumed/replenishing consignment inventories. The data in the file indicates the items, quantity and price. The required Baan sessions are Maintain Purchase Orders (tdpur4101m000), Maintain Purchase Order Lines (tdpur4102s000), Maintain Receipts (tdpur4120m000), Select Receipts by Order Number (tdpur4224s000), Maintain Transactions (tfgld1101m000), Maintain Purchase Invoices (tfacp1110s000) and Automatic Matching of Purchase Orders (tfacp1230s000). A Customized session takes the external data and executes the above Baan sessions automatically, eliminating the need for manual data entry of this complex interface.

**Project III: Customized Inventory Up Adjustment**

Customized Inventory Up Adjustment is a process automation that implements missing functionality in Baan by automating multiple existing Baan sessions, eliminating the need for customization. The required Baan sessions are Maintain PRP Warehouse Orders (WH to Project) (tipcs5130m000), Generate Outbound Advice (tdilc4201m000), Release Outbound Data (tdilc4202m000), Enter Inventory Transactions (tdilc1120m000) and Maintain Inventory Transfers by Lot and Location (tdilc1122s000). A Customized session takes data stored in a temporary table and executes the above Baan sessions automatically. An easy user interface is also provided to reduce the amount of training required to perform this otherwise complex task.

**Project IV: Customized Inventory Down Adjustment**

Customized Inventory Down Adjustment is process automation, with the Up Adjustment, completes the missing functionality in Baan for adjusting inventories for customized items. The required Baan sessions are Maintain Production Orders (tisfc0101m000), Print Order Documents (tisfc0408m000), Release Production Orders (tisfc0204m000), Maintain Outbound Data (tdilc4101m000), Maintain Outbound Data (tdilc4102s000), Release Outbound Data (tdilc4202m000) and Report Production Orders Completed (tisfc0202m000). A Customized session takes data stored in a temporary table and executes the above Baan sessions automatically. An easy user interface is also provided to reduce the amount of training required to perform this otherwise complex task.

**Project V: Inventory Migration**

Inventory Migration is a data migration tool for transacting cut-over inventories into Baan during go-live process. The required Baan sessions are Enter Inventory Transactions (tdilc1120m000) and Maintain Inventory Transactions by Lot and Location (tdilc1121s000). A Customized session takes data stored in a temporary table and executes the above Baan sessions automatically. This tool can be easily modified to provide an easy user interface for daily inventory adjustments such as the consumption of materials in plant maintenance.

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### Project VI: Purchase Order Migration

Purchase Order Migration is a data migration tool for transacting cut-over purchase orders into Baan during go-live process. The required Baan sessions are Maintain Purchase Orders (tdpur4101m000) and Maintain Purchase Order Lines (tdpur4102s000). A Customized session takes data stored in a temporary table and executes the above Baan sessions automatically. This tool can be easily modified to build Web interface for supplier to make controlled changes, such as planned delivery date, transportation cost, to purchase orders.

### Project VII: Alert Notification SMS Solution integration with BaaN IV C 4

To deploy SMS solution in India's largest refractory producer for alert messaging from the field sales force about account receivable from debtors to be update in Baan ERP financial tables the moment Cheque/ Bank Draft collected by them in the field.

**Challenges / Problems encountered:** Due to the existing client server architecture of the enterprise system, it is not extendable at a cost effective manner to the sales people. Thus the sales people resort to telephone and email communication for information.

- Time lag of such information resulted in not so optimized utilization of the resources of the organization, which affected the profitability of the company.
- A lot time was spent in discussing with the R&D and the factory people in communicating the requirements of the clients.
- The service capability image of the company was getting affected.

### Business Solution: HexaALERT System Overview

Thus Avon proposed its solution, HexaALERT which was hybrid solution of accessing certain via web and PDA / Mobile devices interface for SMS to integrated with BaaN 4 CIV ERP System and the management can get the instant outstanding about customer and instant update can be sent through SMS about account receivable information as soon as payment received by Cheque or Bank draft which updates the financial tables of backend Baan ERP.

### Main subsystem modules of HexaALERT:

**I Application Connector:** The application connector of **HexaALERT** will interface with the database and will poll for the data (events) from the database to throw the events to the core engine.

### II Core SMS Engine:

- The core engine configures and processes the events, and according to the rules configured in the rules DB returns the data/event/custom message to the message router along with the phone number/fax number/email address/pager number etc to the message router. It has the following components apart from other core server functions
- Security, and access control
- User profile management
- Task scheduling.
- It can also be interfaced with the enterprise directories such as LDAP for email notifications.

### III Message Router:

Handles routing of notification messages or alert content to a wide range of messaging and real-time communications devices and systems, such as wireless phones (SMS, WAP), pagers, PDAs, e-mail, voice mail and instant messaging (IM) to send individual or broadcast messages. The message router routes the custom message/event as configured to the recipient's access device.

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**SECTION 4 VALUE ADDED SOLUTIONS SERVICES ON SSA PRODUCTS**
**4.1 VALUE REPORT MANAGER Utility On SSA Products**
**Avon's - Value Report Manager**

Value Report Manager is a web-based information management and distribution solution that enables output generated by any business application to be securely delivered to recipients over the Web. Instead of having to print reports or needing to view output with proprietary client tools, users work with all of their documents via an intuitive browser interface. Ease of use features combined with immediate access to ERP backend database like BaaN IV C4, SSA LN, ORACLE Apps, SQL database or any other legacy system, BaaN IV C4, SSA LN, ORACLE Apps, SQL database or any other legacy system output ensures that workers become extremely productive with Report Manager.

**Features Overview of Value Report Manager**

It can access almost any data and format data into run type information. Seamless Integration with ERP results into web and windows applications. Enabling end users with report viewing, interaction, and creation.

- ❖ Data access
- ❖ Formatting and design
- ❖ Report viewing and interaction
- ❖ Application integration and deployment

A solution like **Value Report Manager Utility** can be seamlessly integrated with ERP backend database like ERP backend database like BaaN IV C4, SSA LN, ORACLE Apps, SQL database or any other legacy system IV C4, SSA LN, ORACLE Apps, SQL database or any other legacy system 4 C4, SSA LN Oracle Apps, SQL database or any other legacy system working in the organisation. A lot of time effort and resources can be canalized and optimized in rational manner. The time to gather critical management reports can be reduced. User can generate reports on web extension for his particular task /nature of business with proper privileges by self-designation.

**4.2 SMS ALERT NOTIFICATION SOLUTION On SSA Products**

- a) HexaALERT is a rule-based, notification and interactive alert management platform that offers an enterprise-class solution for sending notification and alerts from multiple, disparate information sources, including enterprise e-mail, legacy applications and third-party business applications for **Baan, SSA LN, CRM, SAP, SCM and ERP**, and handling interactive responses to these alerts.
- b) HexaALERT monitors your applications for critical information and events and delivers custom notification and alerts to your users quickly and reliably. Notifications and alerts can be accompanied by additional information so that the users can take immediate and appropriate action at anytime, from anywhere. Each user controls where and when alerts are to be received, using any mobile device, voice telephone calls, pagers, fax or e-mail.
- c) HexaALERT interfaces seamlessly with any database/application for all real time event based notifications and alerts. Events that are to be notified /alerted are captured by HexaALERT and pushed as SMS/Pager notification/email notification/Fax or voice dial-out to the concerned worker. Using personal profiles, which can be configured over the web, and linking them to a personal calendar, users can also control how they are notified at different times of the day.

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**4.3 FLEXWARE - MOBILE COMPUTING PLATFORM On SSA Products**

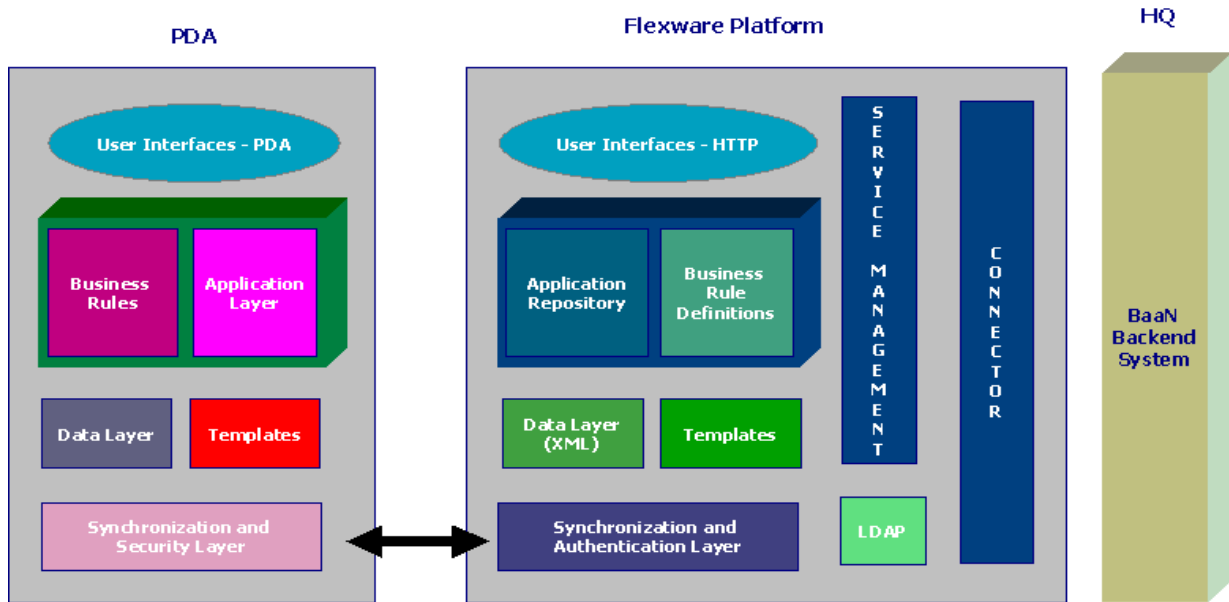
By using Avon's Flexware™ mobile computing Server the target could offer the following value propositions to their customers:

- ❖ Flexware™ MC Platform can enable anytime/anywhere access to key enterprise information and processes, increasing productivity, decreasing costs and increasing profitability.
- ❖ Our mobile solution is built on modular and componentized architecture that creates a dynamic, wireless-enabled environment that automatically scales applications to meet fluctuating needs, balances loads to prevent performance degradation, and manages transactions across the entire mobile architecture.
- ❖ Flexware™ Server handles changes to business rules, user templates, and handheld devices.
- ❖ Flexware™ supports disconnected computing so users can take full advantage of handheld functionality and not be dependent on a persistent data connection.
- ❖ Flexware™ support cradle-based, as well as wireless-based, synchronization with between your handhelds and backend enterprise servers.

**Flexware™ Mobile Computing Platform Product Overview**

Avon's Flexware™ Mobile Computing Platform merges our world-class J2EE Environment with new services specially designed for developing and deploying mobile applications. With these services, businesses can extend their e-business and Enterprise Applications to mobile devices and in addition, maximize the new business opportunities that wireless computing offers.

**High Level Architecture Diagram**



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**Flexware™ Application Components:**

- ❖ **Server Component:** The Flexware™ server component consists of the following components.
- ❖ **Business Rules Definition:** This component allows for storing the business rules like validations, calculations, references to data objects, data access privileges, the hierarchy in the organization etc. The business rules definition in the Flexware™ server component takes care of changing business rules, which is automatically synchronized with the handheld device.
- ❖ **Application Repository:** This component allows for changes in the templates and to generate the user interfaces as per the requirements. For example after the system has been implemented, there is some change in the user requirement in terms of forms, data capture etc. This can be easily done through this component. This component is also responsible to apply the business rules to the application.
- ❖ **Templates:** These are the forms or templates through which data capture will take place and the presentation of the same to the user.
- ❖ **Synchronization Layer:** This layer establishes contact with the PDA counter layer, does authentication and allows for data transfer. Data transfer can happen bi directional.

Some technical and non-technical descriptions of how the Flexware™ Platform delivers benefits are featured in the table below:

Technical	Non-Technical
Improving efficiency by automating front-end business process through deploying web, mobile computing and wireless application solutions and connecting to BaaN backend. Enabling real time information flow to remote employees anywhere, anytime Can use any mobile devices and any wireless networks.	Reduces cost by "One Platform-Deploy All" wherein the Flexware™ platform can be used to deploy further web based or wireless and mobile computing applications with minimal or no further IT investment. Faster time to deploy additional services. Keep senior management informed through alerting system Flexibility to change format

The components covered by this solution will include but are not limited to:

- ❖ **Operating Systems: Symbian, RIM, Pocket PC, Win CE, Palm etc**

**Application solution**

- ❖ Based on J2ME specifications with a Runtime environment of J2ME
- ❖ Any other hardware and software required

There is no specific H/W or Software required. But the PDA should have the necessary Hardware and the drivers for connectivity as per the requirements (GPRS/ GSM etc.)

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### **SECTION 5 ON SITE AND OFF SHORING MODEL**

Avon being a services player in other areas has mastered the outsourcing and the Offshoring model. Avon has provided services on similar lines to its clients in US like Glue Technology, Circata Inc, Cascade technologies etc.

Avon out sourcing and off shoring model works in the following manner:

#### **5.1 OFF- Site and On-Site Support Model**

The OFF-SITE and ON-SITE MODEL has distinct advantages provides a flexible approach in handling the project management effectively

#### **5.2 ON- SITE MODEL**

In this model the consultants are selected based on the projects need base and deputed to the ON project site With its expertise in On -site software projects and a team of well-trained software professionals , we are fully geared to meet any type of client demands.

#### **5.3 OFF- SITE MODEL: Benefits of off- Site Development**

Some of the advantages are listed below:

- ❖ Significant cost savings, up to 50% in certain cases.
- ❖ The outsourcing company is able to release resources for high value-added and priority work and can concentrate on their core competence, designing, business knowledge while delegating technical tasks, maintenance, research or routine tasks to the offshore company. In some cases the offshore company can add significant technical knowledge also.
- ❖ While it can be quite difficult to recruit the expected competence in Western countries, it is a completely different scenario in India, where there are many qualified programmers with good academic training.
- ❖ For temporary peaks the outsourcing company can avoid expensive new recruitment or the high cost of local consultants and instead use lower priced consultants in the offshore company.
- ❖ Consulting and programming capacity is available at short notice without increasing long-term personnel commitments.
- ❖ Offshore development also reaps the knowledge gained by the offshore consulting assignments.
- ❖ Some clients outsource their programming needs by getting programmers from India for short or long term projects to work onsite with their own design team. Others send whole or parts of projects directly to India for development.

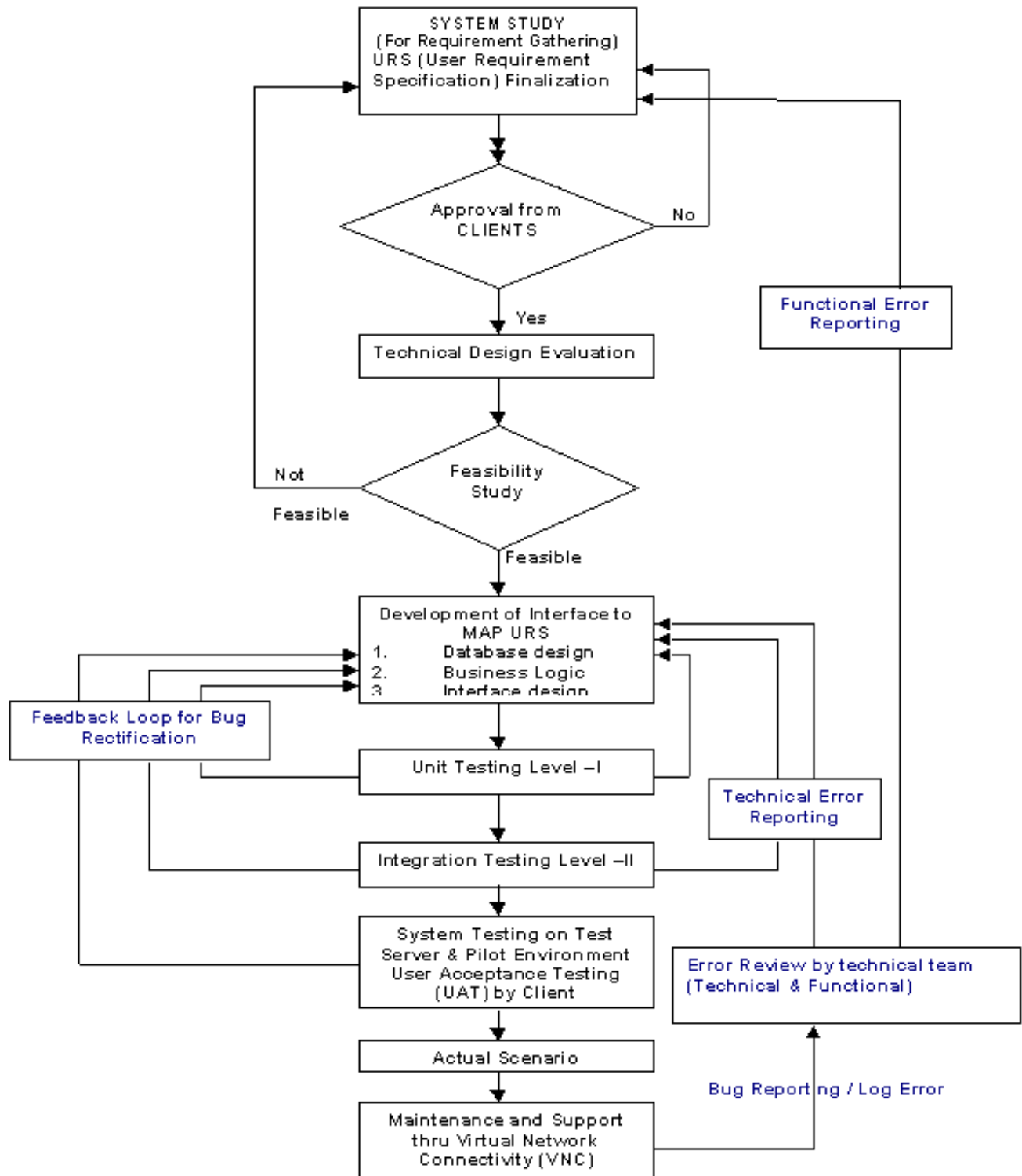
### **Why Avon Technologies (India) Ltd. ATIL can be the RIGHT SERVICES PARTNER?**

Avon is already a preferred partner for out sourced work for a lot of reputed companies like KPMG, Ness Technologies, and Mahindra BT etc. Avon can add the value to the partner in the following ways:

1. Avon has extensive knowledge of SSA Baan products, which can be leveraged by the client for high quality at a reasonable cost.
2. Avon will almost work like an extension to the clients IT team taking advantage of the time difference, a round the clock work schedule may be maintained.
3. Avon follows, its Outsourcing methodology successfully tested and perfected with clients across the world and understands the need of delivering quality work within budget within time.

**SUPPORT SERVICES IN INFOR (SSA-BaaN) ERP APPLICATION**

**FLOW CHART FOR PROJECT EXECUTION METHODOLOGY**



## SUPPORT SERVICES IN INFOR (SSA-BaaN) ERP APPLICATION

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### SECTION 6 ABOUT US: COMPANY PROFILE

Avon Technologies is a software solutions and services company. For the last Four years, we've successfully served the technology needs of customers from diverse industries and locations. We believe our people - Talented, Enthusiastic and Value Driven, best define us. Today, we have a team of over 75 committed people from different managerial and engineering backgrounds. They use powerful technologies to provide services for business transformation and product realization as well as complete solutions for the service provider market.

Avon Technologies (India) Pvt Ltd is promoted by the Avon Group, which primarily consists of the following companies:

#### Avon Group of Companies:

- ❖ **Avon Organics Ltd.**
- ❖ **Avon Technologies**
- ❖ **Avon Foods**
- ❖ **Hyderabad Metchem Pvt Ltd**

The Group has interest in Pharmaceuticals, Biotechnology products, Engineering, Food products and Software. The Group turnover for FY 05-06 is US \$ 300 Million.

#### **Our Products & Solutions:**

##### **We are mainly working in areas of:**

1. We are one of the most innovative and challenging Java Gaming content application developers integrating with all leading mobile devices.
2. Mobile Computing integrating leading corporate ERP (SAP, Baan, Oracle Apps, J D Edward) / legacy systems with all leading mobile devices for business Pull & Push application for Sales and Service Force Automation.
3. SSA - Products ERP LN 6.1, BaaN IV, and BaaN V - Localization of ERP at Country level, Support & Services.

#### **SSA Global**

Avon has been working with SSA Global for past three years. Avon provides product development, enhancements, and release management for SSA Global Product Suits. Few of them are Baan ERP Application currently known as SSA LN, BPCS currently known as SSA LX. Our services offerings In SSA - Products: Includes Localization, Support & Services.

- ❖ Training Services
- ❖ Customization Services
- ❖ Gap Analyses and System Study
- ❖ Integrations & EAI Services
- ❖ Migration Services

ATIL has forayed into outsourced services both on the technology and processing areas. Avon currently does outsourced work form some of the prestigious clients

- ❖ **KPMG –INDIA Ltd**
- ❖ **Bharti Infotel Ltd**
- ❖ **HCL Infinet Ltd.**
- ❖ **Tata Tele Services Ltd**
- ❖ **NESS Technologies Ltd**
- ❖ **Yamaha Music Company Thailand**
- ❖ **Coca Cola India**
- ❖ **Ministry of Finance Thailand**
- ❖ **Unicord Thailand**
- ❖ **TATA Refractories Ltd.**
- ❖ **Vijai Electricals Ltd.**
- ❖ **Pesticides Industries India Ltd.**

**SUPPORT SERVICES IN INFOR (SSA-BaaN) ERP APPLICATION**

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**AVONS CONSULTANT SKILL SET PROFILE:**

- ❖ **RDBMS: Oracle, Sybase, Progress, My SQL, DB2, SAP BW, Informix**
- ❖ **MDBMS: Express, Ess base**
- ❖ **DWH Tools: Informatica , Oracle WB,**
- ❖ **OLAP Tools: Business Objects, Cognos, Oracle Discoverer, Hyperion**
- ❖ **Front End Tools: Power Builder, VB, Visual C++, D2K**
- ❖ **OS: Unix (Solaris, UNIX, Linux), NT, 2000**
- ❖ **Languages: C++ , JAVA, VC++, PLSQL, VB, XML, VXML, WXML, HTML, ebXML/ Voice XML, ABAP, 3GL /4 GL**
- ❖ **Internet Development Tools: JSP, J2EE, ASP, Middleware,.Net**
- ❖ **Methodology: OOD, UML (Rational), RAD, Prototyping**

**Our current headquarters** – Our corporate office & development centre is at Hyderabad, India.

**Corporate office:**

**Avon Technologies (India) Pvt. Ltd.**

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