Case Study

MS Azure-Based Multi-Tenant ERP App for Multi-Location IT Rental Business in India

ERP

Microsoft Azure

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QUALITY SYSTEM CERTIFICATION
DNV·GL
ISO 9001:2015

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The Client

The client is located in India and has been in business for nearly thirty (30) years. Its core business is the rental of IT hardware and equipment and support services for that equipment. The client has seven locations across India and employs more than 200 team members supporting customers across India.

The Objective

An important component of client services is tracking and processing equipment rentals and its maintenance. The client wished to replace an existing custom application that provided some of the services it required. This application was not scalable and there was no active vendor support. The client wished to develop a new application to support a multi-tenant architecture and sell the application as a solution to other companies in the rental business. The existing application was not scalable, and it was missing core components and architecture to support multi-tenant use. Additionally, the existing application supported only the Internet Explorer (IE) browser, which made it restrictive for broader use. The client engaged Elegant MicroWeb to build a cloud-based industry standard enterprise architecture for better performance and scalability and to improve the user experience on varied devices, resolutions and browsers. In order to ensure ongoing business support, the implementation of this new ERP application had to address seamless data migration and incorporation of new features and modules, as well as seamless user migration and training.

The Solution

Elegant MicroWeb worked with the client team to define and document requirements and a road map for the implementation of this new multi-tenant enterprise-wide ERP application. The solution is a cloud-based, multi-tenant system based on MS Azure, which can be accessed from any one of the client branches. The solution is designed to enable roll out of this solution to client customers in the future. The project was completed on time and on budget with seamless migration of data from the old system and no business disruption.

The solution includes:

- Multi-tenant enterprise level ERP application for companies into rental business
- Cloud-based application deployed on Microsoft Azure
- Company branding, look n' feel configuration and settings
- Responsive interface with similar user experience across various devices, resolutions and platforms

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- Multiple interfaces for various users e.g., sales, purchase, inventory, account, support, end-user, administrator etc…
- Role-based access rights and permission to access system
- Integration with third-party libraries to generate reports in PDF, Excel
- Intuitive personalized dashboard for each user
- Alerts & Notifications on various events, keeping users well informed with delays and upcoming activities
- Exporting various compatible format which can directly be imported into other system for interoperability with other systems
- Generating various important reports on fingertip e.g., billing statement, stock statement, revenue statement
- Implementation of various complex business rules as per business requirements
- Implementation of complex workflow and approval system
- In depth audit trail for every activity performed by users
- Smooth transition of old data into new system
- Smooth user migration and training process

Modules include:

- Master Management
- Configuration Management
- Inventory
    - Stock Management
    - Warranty Management
    - License Management
    - Insurance Management
    - GRN Management
    - Stock-On-Hand Management
    - Delivery Management
- Purchasing
    - Purchase Requisition Management
    - Supplier Quote Request Management
    - Supplier Quote Management
    - Purchase Order Management
- Technical Services
    - Testing Management
    - Dispatch Management
    - Support Ticket Management
    - Repair Management

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- Finance
  - Invoice Management (Client)
  - Supplier Invoice Management
  - Payment Management (Client)
  - Credit Notes
  - Supplier Payment Management
  - Bank Loan Management
- Other
  - Discrepancy Management
  - Task Management
  - Event Management
- Dashboards & Reports

The Technology

- Deployment: Microsoft Azure Cloud
- Server: ASP.NET, MVC, Entity Framework
- Database: MSSQL

Elegant MicroWeb Role

The Elegant MicroWeb team provided support, knowledge and skill in the following areas and activities:

- Requirement understanding including Functional domain consulting
- Roadmap planning in close consultation with IT managers & business managers
- Technical feasibility
- Architecture, Development, Maintenance and Support
- Continuous enhancement, up gradation and roll out for various tools
- Testing, including performance testing
- User Acceptance Testing
- Implementation, integration and support
- Support and Training to business users and IT team

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Conclusion

The client is located in India and has been in business for nearly thirty (30) years. Its core business is the rental of IT hardware and equipment and support services for that equipment. The client has seven locations across India and employs more than 200 team members supporting customers across India. The client wished to develop a new application to support a multi-tenant architecture and sell the application as a solution to other companies in the rental business. The existing application was not scalable, and it was missing core components and architecture to support multi-tenant use. Elegant MicroWeb worked with the client team to define and document requirements and a road map for the implementation of this new multi-tenant enterprise-wide ERP application. The solution is a cloud-based, multi-tenant system based on MS Azure, which can be accessed from any one of the client branches. The solution is designed to enable roll out of this solution to client customers in the future. The project was completed on time and on budget with seamless migration of data from the old system and no business disruption. The project outcome provided positive impact in the areas of productivity, user adoption and satisfaction and accuracy of reporting and planning.

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