



# Case Study



## IREDA

Indian Renewable Energy Development Agency Limited (IREDA) is a Mini Ratna (Category – I) Government of India Enterprise under the administrative control of Ministry of New and Renewable Energy (MNRE)

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## THE CUSTOMER

Indian Renewable Energy Development Agency Limited (IREDA) is a Mini Ratna (Category – I) Government of India Enterprise under the administrative control of Ministry of New and Renewable Energy (MNRE). IREDA is a Public Limited Government Company established as a Non-Banking Financial Institution in 1987 engaged in promoting, developing and extending financial assistance for setting up projects relating to new and renewable sources of energy and energy efficiency/conservation with the motto: “ENERGY FOR EVER”.

- ☑ To give financial support to specific projects and schemes for generating electricity and / or energy through new and renewable sources and conserving energy through energy efficiency.
- ☑ To strive to be competitive institution through customer satisfaction.
- ☑ To maintain its position as a leading organization for providing efficient and effective financing in renewable energy and energy efficiency / conservation projects.

## CHALLENGES



IREDA team was dependent on stand-alone customized applications, either developed in-house or procured from local vendors, for its different areas of operations. These operations were not integrated across the different locations.

Working in silos inhibited seamless flow of data across the organization, resulting in lack of data availability. This, in turn, meant lesser control over the operations, revenue leakages, and inability to plan ahead, proving to be a bottleneck in the way of driving future growth. “The Solution and consulting services gave us the insight which was needed for the stakeholders.” recalls N Balajii, Group Deputy Manager MIS, IREDA.

## ERP EVALUATION ROADMAP



To address the above mentioned challenges IREDA required a solution that was not only integrated, but also flexible and scalable to meet future requirements. IREDA zeroed upon Microsoft Dynamics AX 2009.



# PHASED IMPLEMENTATION FOR SMOOTH TRANSITION

For implementation IREDA choose Trident Information Systems, a Microsoft partner. Along the way it also sought services of a consultant. Both Trident and IREDA worked in tandem to tailor the solution to specific NBFC industry processes.

“The implementation was carried out in a phased manner to ensure a smooth transition. During implementation of Financial Management, Loan Application, Liability Management, Credit Risk Rating & Inventory Management User Acceptance Testing were conducted, wherein a user was working on the system every two months just to rectify all the issues.” says Mr. Brajbhushan from Trident. Change management was also a key element during the early usage.

## IRDEA's Technology Environment

Solution	Mircosoft Dynamics AX 2009
Deployment strategy	On-Premise

IREDA a non-banking financial Institution was struggling to roll out the Microsoft Dynamics AX ERP core modules for to achieve the operational efficiency. The Institution was also facing challenges in the end-to-end view of the operational areas. Lack of real-time data availability not only created process inefficiencies, time and productivity loss but also made it difficult to plan ahead and drive future growth.

### Proposed Solution and Services

Trident team proposed the Dynamics AX roll out services and the process consulting in order to achieve the desired result.

### Results

- Real-time data availability lead to better control.
- Plugging revenue leakage.
- Process visibility helped keep track.
- Ability to plan ahead.
- Time and cost savings, improving productivity.

Industry: NBFC

Country or Region: India

Customer Size employees: 400



# BENEFITS OF INTEGRATION

Modules have been developed to help external customers of IREDA apply for a Loan online. System has also been designed to calculate the credit risk involved while giving loan to a customer along with Calculation of Liabilities and Assets of IREDA. Through this application overall time for applying loan has been reduced.

Some of the other impact areas include:

## Real-Time Data Availability Lends Better Control

Data availability across the different functions on a real time basis has ensured a unified, accurate and current view of the business, helping the management take timely and informed decisions.

## Plugging Revenue Leakage

For an Organization across any business vertical, revenue leakage is one of the biggest concerns. For EREDA, the ability to plug revenue leakage by addressing issues like delays and inaccuracies in project assessments has been one of the major advantages of moving to an integrated environment with ERP.

## Process Visibility Helps Keep Track

Seamless integration across the company's different operations and locations with Dynamics AX has enabled complete visibility into each process– from the initial project planning to Project Execution. With all the department integrated, one can now see the exact stage of a Project, and how it could be planned effectively for the next movement. Cross-visibility helps ensure the processes don't go off track, and if they do timely corrective measures are taken.

## Ability To Plan Ahead

With accurate data available at a click, IREDA now gets insights into various elements on the operations side.

## Time and Cost Savings, Improving Productivity

Improved efficiencies brought in by Dynamics have helped significantly save on time and costs on various fronts. Here are a few indicators:

- IREDA is getting critical insight into each of their projects while assessing credit risk and rating evaluation, loan processes and track of the same, financial Management & Reporting.
- The operations team also feels equipped with the real time information which makes IREDA an existing place to work for them.








# ABOUT TRIDENT

Trident is a global consulting firm that empowers organizations around the world to digitally transform and grow their businesses. Our expert consultants offer strategic consulting, implementation services, support and managed services and pre-built software solutions that help our clients innovate and reinvigorate customer, employee, partner and supplier experiences and processes using Microsoft Dynamics 365, ERP, CRM, Business Intelligence/Analytics and related Microsoft cloud solutions.

Trident enables Digital Transformation for enterprises and technology providers by delivering seamless customer experience, business efficiency and actionable insights through an integrated set of disruptive technologies: big data analytics, internet of things, mobility, cloud, security, unified communications, etc.

<b>CRM</b> MS D365 Sales MS D365 Marketing	<b>ERP</b> MS D365 Operations MS D365 Business Central Microsoft Dynamics AX Microsoft Dynamics NAV	<b>Internet of Things (IoT)</b> Retail Supply Chain Asset Management Fleet Management Energy Management
<b>Audit &amp; Risk Analysis</b> ACL GRC ACL Exchange ACL Analytics	<b>Business Intelligence</b> MS Power BI SPSS Qlik Sense	<b>Retail Applications</b> LS Retail D365 Retail
<b>DevOps</b> IBM Microsoft Dynatrace	<b>Mobile Apps</b> Sales Force Automation Service Team Automation Customer Loyalty Management Mobile Inventory Management	<b>Security</b> Application Security End Point Security Database Security

## Trident's Vertical Focus

 Retail	 Hospitality	 E-Commerce	 Logistics	 Manufacturing	 Real Estate & Construction	 Education
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## Recognitions and Awards

 <b>'Transformative 100'</b> by ChannelWorld at the Premier 100 annual awards for 2016, 2017, 2018		 <b>Microsoft Dynamics President Club</b> winner from Microsoft for Microsoft Dynamics Navision, Axapta & MSCRM, 2011		 <b>Gold Certified Partner</b> for Microsoft Dynamics Navision, Axapta & MSCRM	
 <b>Platinum Partnership</b> with LS Retail supporting clients with more than 5000 POS.		 <b>Attainment of Premier partnership</b> status with IBM, 2010		 <b>Most Innovative Partner</b> of the Year award from IBM, 2009.	

## Strategic Alliances



## Quick Facts

**1999** Year of Establishment

**250+** No. of Employees

**300+** No. of Customers

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