

HOMEOPATHIC MEDICINES



CASE STUDY

SUMMARY

IMTS Successfully implemented its ERP Solution at a leading manufacturer of Homeopathic Medicines.

The manufacturer, a self-contained group of companies, has carved a niche for itself, as a leading manufacturer of homeopathic products. Through pioneering techniques, a collaborative product development approach, the manufacturer has experienced rapid growth in a short space of time.

Their collaborative approach has extended to Corporate Social Responsibility initiatives too. The manufacturer hosts and sponsors seminars to further the cause and interests of homoeopathy. These seminars also serve as a platform for knowledge sharing as well as provide networking opportunities to practicing and aspiring homoeopaths.

While the manufacturer has maintained global standards of manufacturing throughout its growth journey, its internal management systems have been unable to keep up with increasingly complex business processes, needed to support the rapid expansion.

CHALLENGES

- The previous management systems were unable to analyse sales by location or benchmark these against targets.
- The lack of integration between previous management systems, did not support the implementation of centralised quality control processes.
- The manufacturer was unable to include multiple customer discounts on a single customer invoice, leading to employees having to process the discounts manually by overriding the sales system.

PROJECT OBJECTIVES

Enable a Centralised Quality Control Solution and improve Sales Management Processes.

BENEFITS

Through the implementation of the IMTS Integrated ERP Solution, the manufacturer was able to achieve several benefits including:

- Complete visibility and transparency of operations across the extended organisation including analysis of sales; benchmarked against location, individual and team sales targets.
- Enabling timely corrective actions to be made and reducing wastage, through the introduction of an integrated Quality Control Module.
- Enabling multiple discounts to be applied and the total discount automatically calculated, through the introduction and seamless integration of a custom sales scheme addon.
- Quicker benefits realisation through the use of the IMTS managed implementation and intuitive user interface of the IMTS ERP solution, thus minimising training needs.

