

The background of the slide is a photograph of a tall, lattice-structured tower, likely a telecommunications tower, silhouetted against a vibrant sunset sky. The sky is filled with orange and red clouds, and the sun is low on the horizon, creating a strong backlighting effect. The tower's structure is intricate, with many cross-braces and a spiral staircase visible on its side. A few small figures can be seen climbing or working on the tower's structure.

**Infor LN Global Rollout and Application Support
for a leading global developer and supplier of
technologies, automation and services for the
pulp, paper and energy industries.**

Wipro helped the Finnish giant to implement and support the Infor LN rollout across 33+ countries.

Client background

- **Client name or descriptor (in unnamed):**
Finnish developer and supplier of technologies, automation systems and services for the pulp, paper and energy industries.
- **Industry:** Pulp, paper and Energy industries
- **Geography or areas of operations:**
30+ Countries
- **Geography:** 17 countries
- **Any other relevant detail such as total annual revenue:** 3.16 Bn Euros

Challenge

The client had to execute 4 major rollouts across 33+ different countries. There were a total of 20+ applications to be replaced by Infor LN 10.5/10.6. We also implemented a total of 11 peripheral Infor applications. There was also a need for the development and maintenance of a global template for the implementation and subsequent maintenance. We also provided 24/7 gold services which included Level 2 and Level 3 services. The rollout implementation and support covered around 6000+ users globally.

Solution



Develop and Maintain Global Template with Standard Business Processes.



Leverage tools for automated testing of project and regression testing deliverables.



Ensure complete and correct migration of data from legacy applications.



Multivendor coordination with product/ 3rd party vendors.



User training Support - 'Train the trainer' approach.



Assure customer confidence with Hyper care support and Post production support.



Ensured high quality of Global template to drive consistency and productivity in rollouts

Drove high customer satisfaction with effective hyper care and post production support

Business Impact

Timely and High Quality Go Live of multiple sites.

Ensured high adherence to SLAs for post-production support.

Quote

“Wipro combined its process consulting and implementation experience with Infor’s global cloud ERP solution to implement an ERP solution for the client across 30+ countries globally. The client was highly satisfied with the end result of the implementation and we received high appreciation for the same.”

Magesh Rajendran,
Practice Head,
Cloud Enterprise



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