

The background of the entire page is a photograph of a welder in a factory setting. The welder is wearing a blue protective helmet with a clear face shield and is focused on their work. Bright sparks are visible from the welding process. The background is slightly blurred, showing industrial equipment and overhead lights.

**Infor CloudSuite Industrial
(LN) Application Support
for a British company with
integrated production
capability**

Client name or descriptor (in unnamed): capability including electric arc steelmaking, mill processing capabilities and service centers.

Industry: Industrial and metals

Products: Steel, aluminum, scrap metal engineering

Geography or Areas of operations: 4 countries

Wipro helped the client to ensure a smooth and flawless integration of Infor with their existing Legacy systems

Challenges

The client needed the integration of several legacy systems with Infor. There were 8 and above sites having a different structure. The client needed 24/7 support for the P1 issues being faced along with Level 2 and Level 3 service. Wipro added a total of ~1000 new Infor users to the system.

Solution

Aligning with the company's vision for growth, Wipro leveraged Oracle Cloud to implement Oracle MES – a manufacturing execution system on Cloud, which enabled digital transformation and efficiency on the factory floor.



Ensuring smooth and flawless integration of Infor with Legacy system



Helped in business process re-engineering



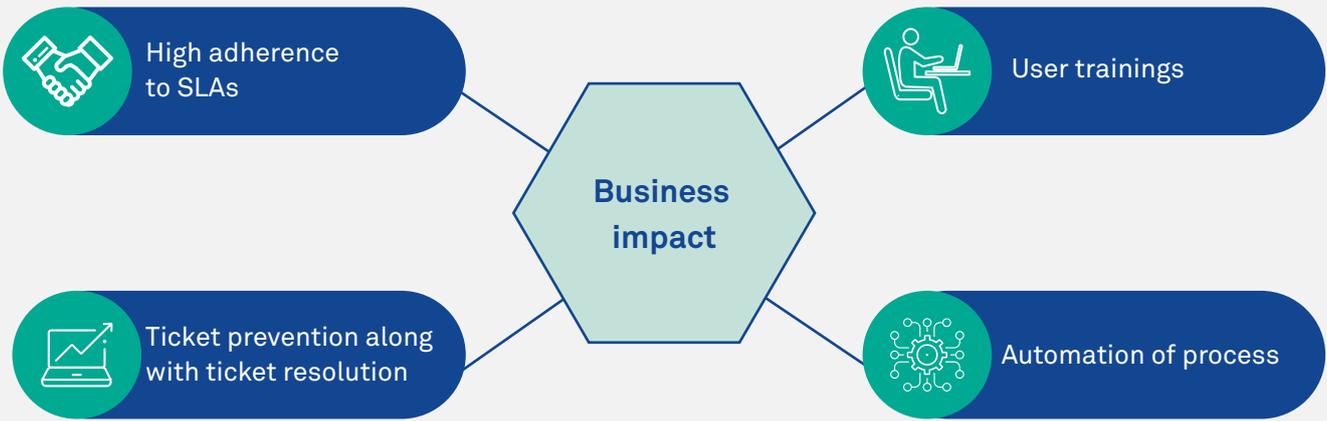
Provided training to users and developed knowledge management database. This resulted in a reduction of the number of incidents logged



Continuous Improvement through SIP (Service Improvement Process) giving Business Value addition to the customer

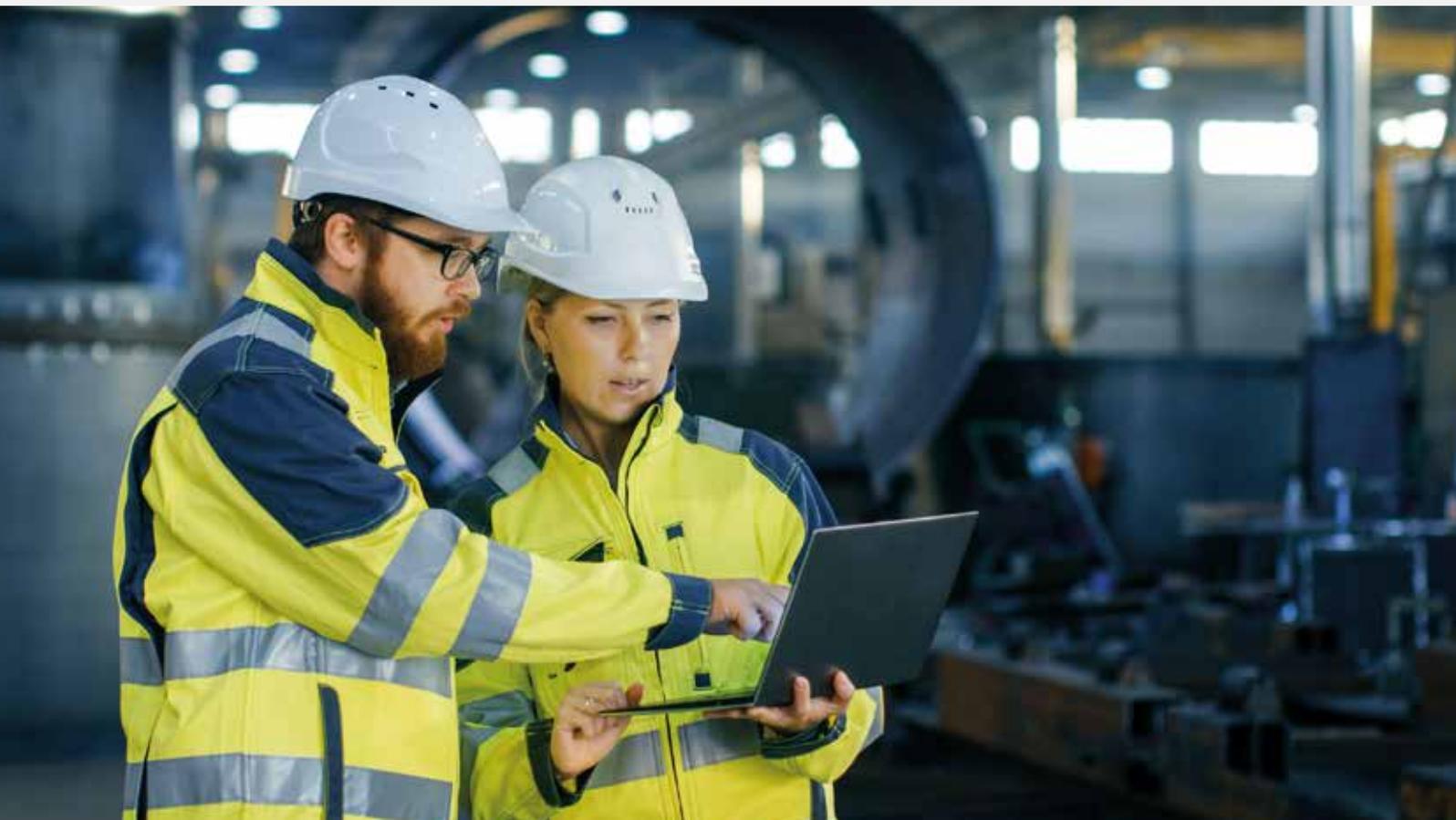


Helped in defining and improving ticketing tool performance



“Wipro helped in transforming the existing legacy systems of the client through its deep expertise in Infor implementation and cloud consulting. The flawless integration of Infor with the existing legacy systems helped the client to boost performance and efficiency giving business value to the customer.”

Magesh Rajendran,
Practice Head, Cloud Enterprise
Platforms, Wipro





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