

Client Experience

Rialto Enterprise Ltd.

Contract manufacturer Rialto contracts out its IT

The Business

Profile: Toothbrush maker, manufactures for Gillette India

Product range: OralB range as ordered by Gillette

Operations: Three state-of-art factories

Situation

Business issues

- **Procurement:** Supplies schedule was inconsistent
- **Quality:** Raw material quality required stringent checks

IT roots

- Most problems were due to obsolete and disconnected pieces of software
- Upgrading the software became a regular hassle with vendors shielding off from giving support

The IT as a Service way

The “Pay as You Use” contract

Rialto, the sophisticated maker of tooth brushes, was in no mood to brush up its old IT. Having endured through the process of upgradation and maintenance, it finally decided a revamp.

However, some lessons went deep into their IT strategy –

- They would not maintain any software but still use it
- Engage a reliable vendor who is a consistent player

And, iON was a natural choice.

“Build as You Grow” contract

Having migrated to an IT as a Service model, Rialto found better ways to plan and prioritize its IT. A typical problem in adopting IT in piecemeal is that the systems are not well connected.

However, with the same vendor opening up its already-connected solutions, integration was a natural follow through.

Today, Rialto is using the iON Manufacturing solution integrated with the Finance and Accounting system, Payroll and HRMS solutions were also added later.

To summarize

- IT is a business problem by itself – when vendors don't show up
- Rialto received highly integrated software covering all applications
- Zero maintenance
- They could scale up easily in users and more applications
- Finally, when an unfortunate error occurs, they could simply call a toll-free number (24x7)
- The resolution time was a contract itself!

Relevant part of the software

Manufacturing solution

- Order to cash
- Procure to pay
- Procurement plan
- Production Plan
- Plant Management

Finance & Accounting

- HRMS
- Payroll
- Smart Card Management System

Bottom line: Highly integrated IT solution with zero maintenance

"Earlier we were using a large ERP application which had its own limitations & we were unable to access any information, instantly. iON, on the other hand provides a web based application which is easily accessible from any where & at any time. The data can be captured online, in no time & this helps us to great extent in our day to day operations.

Last but not least, we are happy with our decision to go with iON, amid fierce competition & it is worth the money paid without us incurring any Capex. "

Rajesh KJ
Manager - Information Technology,
Rialto



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