Our client is a major export company in India where it exports garments and other household goods to various countries around the world. Visma directly executes some of the orders by undertaking the making of the garments. Most of the orders are executed by transferring the orders to another vendor and shipping the finished goods to the client after performing rigorous quality check.

The Scenario:
- Our client had archaic Foxpro based software that was not an integrated system. Really, it was not much of a system at all. It was more like performing manual tasks and register in the computer with no controls whatsoever.
- Our client has rigorous paper work such as government forms and documentation associated with shipments (pre shipment and post shipment), filing reports with various export promotion councils, reports to bankers, quotas, etc.
- They were in need of very sophisticated MIS reports to get a hold on the orders that are in hand, orders that were getting delayed, inventory control, and collection, etc.
- The growth of Visma was such that the existing system was no longer sufficient to efficiently follow up the activities of the business.
- Our client executives are experts in their business. However, usage of computer based processes were new to them.

ICM’s Role and Action:
- ICM’s introduction to this client came as an accident. This client existing system crashed on a Saturday evening and Visma was frantically looking for some computer company that would help them recover the data.
- ICM consultants happen to be working late that day and received a call from Visma to recover the data. ICM was able to do that successfully and at this time ICM mentioned about its capability to produce a full fledged ERP system to satisfy the needs of Visma.
- ICM was asked to bid for a comprehensive system consisting of all the various critical functions of the company.
- Some of the components of the software were:
  - Order Confirmation ➔ Purchase Orders ➔ Delivery of orders
  - Packing the goods ➔ Shipping them to the customer ➔ Invoicing the customer ➔ Regulatory Reports ➔ Inventory
- ICM studied the entire operations of the company and the processes and procedures that Visma had in place to undertake these operations.
ICM designed a system in such a way that would improve the efficiency of the organization in addition to providing controls. Several existing processes had to be reengineered for a more efficient flow.

Our client awarded the project to ICM. ICM used 24 man months of effort to complete the initial phase of the system, which consisted of critical modules, based on Visma’s priority. The technology was a client server system with VB as front end, Oracle as the back-end, and Crystal Reports for reports.

The subsequent phases were developed and moved to production for this client. Today, this client has a complete ERP system to manage their operations not only for Visma but also for the subsidiary companies of Visma.

In addition, this client also awarded the entire hardware, software, and networking solutions to ICM in addition to managing the ERP for them.

Our client acknowledged the fact that the company’s operations have improved manifold due to the selection of ICM as their exclusive software and hardware service provider.

ICM – Visma Relationship
- ICM is the sole hardware and software vendor for our client.
- The system served until the company decided to close this line of business and started a different business.

Critical Success Factors
- ICM’s experience in handling large projects
- ICM’s capability of working in any industry
- ICM’s analytical skills and ability to understand client requirements
- ICM’s commitment to the client
- ICM’s communication skills
- ICM’s project management skills
- Client’s trust and support of ICM
- Client’s expertise in its business

Application Development
- Application Management
- Application Re-engineering
- System Integration
- Data Analysis & Migration
- Consulting Services
- SEO Related Services
- E-Commerce
- Mobile Applications