



BUSINESS PROFILE:

PT UNICO RAYA HAS TWO KEY DIVISIONS, DISTRIBUTION AND RETAIL; AND OWN TWO RETAIL SHOPS IN PADANG. THEY PROVIDE SERVICES TO OVER 100 SHOPS IN WEST SUMATRA, INDONESIA.

BUSINESS/IT CHALLENGE(S):

- LACK OF UP-TO-DATE INFORMATION FOR DECISION MAKING
- UNRELIABLE DATA
- MANY ERRORS AND BUGS IN THE EXISTING SYSTEM
- LACK OF IT SUPPORT

SOLUTION:

- MICROSOFT DYNAMICS NAV

BENEFITS:

- INCREASED OVER 100% OF WORKFORCE PRODUCTIVITY LEVEL
- ACHIEVED 99% ACCURACY IN ORDER PICKING AND DISTRIBUTION
- REDUCED INVENTORY COSTS OVER 50%
- INCREASED VISIBILITY INTO BUSINESS OPERATIONS
- EASY ACCESS TO INFORMATION

PERFECT SOLUTION ACHIEVES 100% INCREASE IN PRODUCTIVITY AND REDUCES 50% IN OPERATIONAL COSTS

BUSINESS PROFILE

Founded in the 1970s, PT Unico Raya (Unico) started its operation as a small family business located in Padang, Indonesia as a distributor of building materials. Today, Unico has two key divisions, distribution and retail, and services over 100 shops in West Sumatra, Indonesia. Unico also owns two retail shops in Padang and plans to grow the business in the near future.

BUSINESS/IT CHALLENGE(S)

Originally, Unico developed its own in-house software, which had very limited capabilities, functionality constraints and no data integration. They quickly faced challenges and were unable to cope with their day-to-day business operations. Initially, Unico changed their in-house software to a local system vendor prior to partnering with Tectura and deploying Microsoft Dynamics® NAV and LS Retail.

Unico thought the local system vendor would be a better solution compared to their original “in-house” software. However, Unico faced significant challenges with errors and bugs in the system and still struggled to compile and consolidate data and information. They also were again impaired by limited solution functionality and limited service and technical support from the vendor.

“We had to take over the technical support role from the local system vendor. Our staff had to put existing tasks on hold and were reassigned to resolve the system issues. Our productivity level decreased tremendously. On the other hand, we experienced an increase in both resource and time costs by supporting our daily operations and reporting,” says Mr. Andri, the Finance Manager of PT Unico Raya. “First and foremost, the inaccurate data and information caused us nightmares as we were unable to make accurate and quick business decisions, and the system’s limitation was incapable of supporting our growth and business needs.”

“The staff no longer needs to spend time and effort manually checking on data duplications, validating the data, compiling information and consolidating the reports. Now, they can stay focused on delivering their key responsibilities. The new system helped us to improve over 100% of our productivity rate. Moreover, the inventory module has successfully helped us to effectively track, control and manage our inventory levels. We now have more than 99% accuracy in order picking and distribution, that helped to reduce over 50% of our operations cost.”

Mr. Andri
PT Unico Raya
Finance Manager

SOLUTION

The local system did not meet Unico’s expectation. Unico struggled significantly for several years using the system to run their business operations and reporting. As a fast growing company, Unico decided to replace their existing local system vendor immediately. The new system should be able to operate their business more effectively, efficiently and profitably, as well as reliably serve the growth of their business for the next 10 years.

In selecting a new partner and solution, Unico wanted an ERP solution partner who had deep industry experience and knowledge in retail and distribution, and a solution that was easy to use, offered a rich feature set and could support a quick implementation timeframe. Unico evaluated various IT products and partners prior to their decision to select Tectura with Microsoft Dynamics NAV and LS Retail.

“We had assessed a number of IT products and interviewed many companies. Tectura stood in the forefront of our minds as they met our key selection criteria. Their global presence, deep industry knowledge and experience, as well as good credibility in the IT solution market combined with their proven project methodology and best practices, gave us

the confidence we needed in Tectura’s capability to deliver our project successfully. By partnering with Tectura, we expected to improve our productivity rate and achieve a higher return on investment,” says Mr. Andri.

Tectura started the Microsoft Dynamics NAV and LS Retail implementation for Unico in April 2010 and successfully delivered the ‘Go-Live’ in January 2011 - ahead of the agreed upon project deliverable timeline.

With Tectura’s in-depth industry and solutions knowledge and experience, the project team successfully mapped out a comprehensive solution and project implementation plan according to Unico’s business requirements, which included customizations for additional features to meet Unico’s specific requirements. During the implementation, Tectura also identified and resolved various issues, with minimal involvement from Unico’s IT team, that resulted in a reduction of their resource cost and effort.

“Tectura’s project team delivered a level of service that was beyond our expectations. Their full commitment, dedication and competency enabled project completion far ahead of the targeted timeline and helped us save over 50% of our expected



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IT cost. I was also amazed with their deep technology and industry knowledge and experience. The solution delivered is much better than the previous system. It's not only able to support our business needs today, but will also serve as a platform to meet our business growth and IT expansion in the near future," says Mr. Andri.

BENEFITS

With the Microsoft Dynamics NAV and LS Retail system in place, the data preparation and consolidation of business and financial reports became a breeze.

The solution also provided business transaction visibility, allowing management to review the most up-to-date data and information. Unico management is now able to view their business in its entirety, whenever they wish, to make immediate and accurate business decisions.

Additionally, they are able to control and manage their warehouse stock more effectively and efficiently.

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module has successfully helped us to effectively track, control and manage our inventory level. We now have more than 99% accuracy in order picking and distribution, that helped to reduce over 50% of our operations cost," says Mr. Andri.

"Our staff has also gained benefits from Tectura's project team through their knowledge transfer during the project implementation phases. It was a right decision to select Tectura as our IT ERP solution partner," adds Mr. Andri.

Upon "Go-Live" of the new system, Unico began discussions with Tectura looking at the implementation of a standard IT operational guideline and end-to-end IT support including hardware, software and consulting service. They also plan to expand the system to incorporate "mobile" functionality, allowing management the use of smartphones to access real-time data and information, as well as to review business reporting via the mobile network.

"Tectura has built our confidence and trust in them. We look forward to Tectura's continued support and building a stronger partnership with them in the coming projects," says Mr. Andri.

ABOUT TECTURA

Tectura is a worldwide provider of business consulting services providing sustainable value through consulting, software and IT implementation. Our clientele include mid-sized companies and larger enterprises throughout the Americas, EMEA, and Asia Pacific. With team members in 20+ countries, Tectura applies its comprehensive industry knowledge and unparalleled experience in collaboration with our clients to deliver business and technology strategies and solutions designed to achieve their business performance goals.

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