

# Transformation journey of a plantation company

Implementation of a solution based on Microsoft Dynamics NAV to generate a single instance of truth



## Background

The client is one of the largest tea producers in India with annual production capacity of 40 million tonnes. The client has 25 tea estates spread over multiple states of India, and more than 30,000 employees



## Pain points

There was a need to improve efficiency in the operational processes as well as standardise the different processes being followed in different estates. The client had embarked on a transformation journey to address such needs. The key issues identified for the resolution were

- ☛ Centralised unavailability of the most recent information
- ☛ Absence of uniform operational practices across estates and gardens
- ☛ Redundancy in data processing, repeated entries of the same data in multiple places
- ☛ Lack of accurate inventory information, and lack of traceability
- ☛ Absence of mechanism to control various processes

## Our solution

PwC developed a solution based on Microsoft Dynamics NAV for implementation in all 25 estates, head office and the corporate office. The approach was to host the solution with minimal footprint in the premises. So the entire solution was developed as a cloud based application to be hosted on a service provider's data centre with sufficient backup, recovery and business continuity options.

**The solution covered the integrated automation of the following functions**

Finance and accounting

Inventory management

Procurement

Quality management

Sales and marketing

Estate operations

Estate operations is a unique set of operational processes for any plantation company. PwC has an established set of knowledge bases to address that automation of such operations. That expertise was leveraged to implement this solution.

Field operations, Factory operations, Payroll operations

## Client benefits

After the successful implementation of the solution, the client has an integrated platform to make faster decisions and improving the cash flow. The other benefits are:

Reduced cost of capital through better inventory management

Delivery of the end state business requirement across functions with better control and workflows

Harmonised business processes across all locations to give one instance of truth

Facilitating the generation of MIS to enable prompt/timely decision-making without manual intervention including a consolidated view of the inventory, debtors and liability positions

**Fulfilling the PwC Purpose of building trust in society and solving complex problems**

*Additional benefit for the community at large:* In course of implementing this solution, each estate got its network connectivity upgraded through the local mobile network service providers. Those upgraded services are now available to the people of that locality. So people in these 25 estates are now better connected with the digital world.

## Contacts

Arijit Chakraborti

E: [arijit.chakraborti@in.pwc.com](mailto:arijit.chakraborti@in.pwc.com)

Somick Goswami

E: [somick.goswami@in.pwc.com](mailto:somick.goswami@in.pwc.com)

