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—NALIN NAWARATHNE, GENERAL MANAGER IT, PUNJA & SONS

ABOUT THE COMPANY.

Fiji-based Punja & Sons manufactures and distributes a wide range of consumer products throughout the Pacific region. The company's interests include manufacturing, food processing, packaging, printing, and distribution. It also imports and exports a wide range of consumables. With more than 900 employees, Punja & Sons is one of the largest privately-owned companies in the South Pacific region.

PUNJA & SONS

SETTING THE STRATEGY.

Punja & Sons was having difficulty producing and preparing financial and operational reports on time. Managers needed a more rapid understanding of the trends and patterns that drove their business, and they wanted the ability to drill-down through report data to see detailed transaction information. They also wanted a way to get faster answers to critical business questions without having to call on the IT department to create customized reports.

Nalin Nawarathne, general manager IT, Punja & Sons defined the company's three top goals for the new reporting solution:

- ▶ Understanding customer demand through sales analysis
- ▶ Identifying potential growth in different product lines
- ▶ Analyzing and building accurate information for critical decision-making

"We were losing potential business opportunities in the market and we were putting more effort than we should have into non-profitable areas," Nawarathne says. The company needed greater access to sales data to understand where to focus its efforts for best results.

Although Punja executives had already spent considerable effort addressing their specific reporting needs, they still needed better information faster.

GETTING BUSINESS SPECIFIC.

The company worked with Pro Initiative, an Infor Partner, when it decided to roll out Infor FMS Query & Analysis to complement its existing Infor ERP Baan and Infor ERP LN systems. The necessary integration layer was already in place for those systems, making the addition of Query & Analysis a simple, plug and play process. The implementation took only three days, including some minor configuration work.



It's a life-saver—I'm totally dependent on it now."

- VIRAN CONSTANTINE, GROUP FINANCIAL CONTROLLER,
PUNJA & SONS

"The solution is straightforward and user-friendly, with only two days of training required. You don't have to be a technical person to understand how it works," Nawarathne says. "We have been able to provide an effective decision-making tool with minimal effort. Our users are very happy about the solution as it is very simple and user-friendly."

After implementation, Punja & Sons found new strategic value in their ability to get the right information to the right people at the right time. Managers could analyze business data more rapidly and measure performance more accurately without relying on IT intervention. They also took advantage of the solution's Microsoft® Excel integration, in order to take advantage of a familiar interface that most employees already know well. By drilling down from Excel to the supporting live transaction information, they can see details about real-time sales. "It gives information for key business questions by supporting effective decision-making," Nawarathne says. "Its major benefit is real-time access to information and reduced waiting time for information,"

Now users could quickly and efficiently create reports that highlighted trends, patterns, and exceptions. They could also make inquiries in many different ways with multiple options for visualizing data, which helps when making detailed decisions involving many complex variables.

SEEING RESULTS.

Infor FMS Query & Analysis has allowed Punja & Sons to put new, more efficient business processes into place: "We have unveiled some process weaknesses in sales, purchasing and inventory areas, and process changes are now in progress." By delivering an unexpected wealth of business benefits, new analysis solution has turned out to be a total business

solution. "We were looking for a tool which supported the analysis of sales data in ERP LN. But during the implementation process we found that Infor FMS Query & Analysis is also a very good tool for reconciling inventory and solving most financial issues."

Query & Analysis has already improved the company's bottom line revenues: "That is due to quick and effective decision-making based on Query & Analysis reports."

Nawarathne says the company plans to do a lot more to leverage the power of Infor FMS Query & Analysis. All of its core business functions such as sales and distribution, manufacturing, purchasing, and finance are running in Infor ERP LN. It is now in the process of implementing Infor SCM Warehouse Management into its main distribution center and other warehouses. "And next financial year, we are planning to implement Infor ERP LN into all our island branches. And Infor FMS Query & Analysis will be the main reporting tool for the whole business."

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