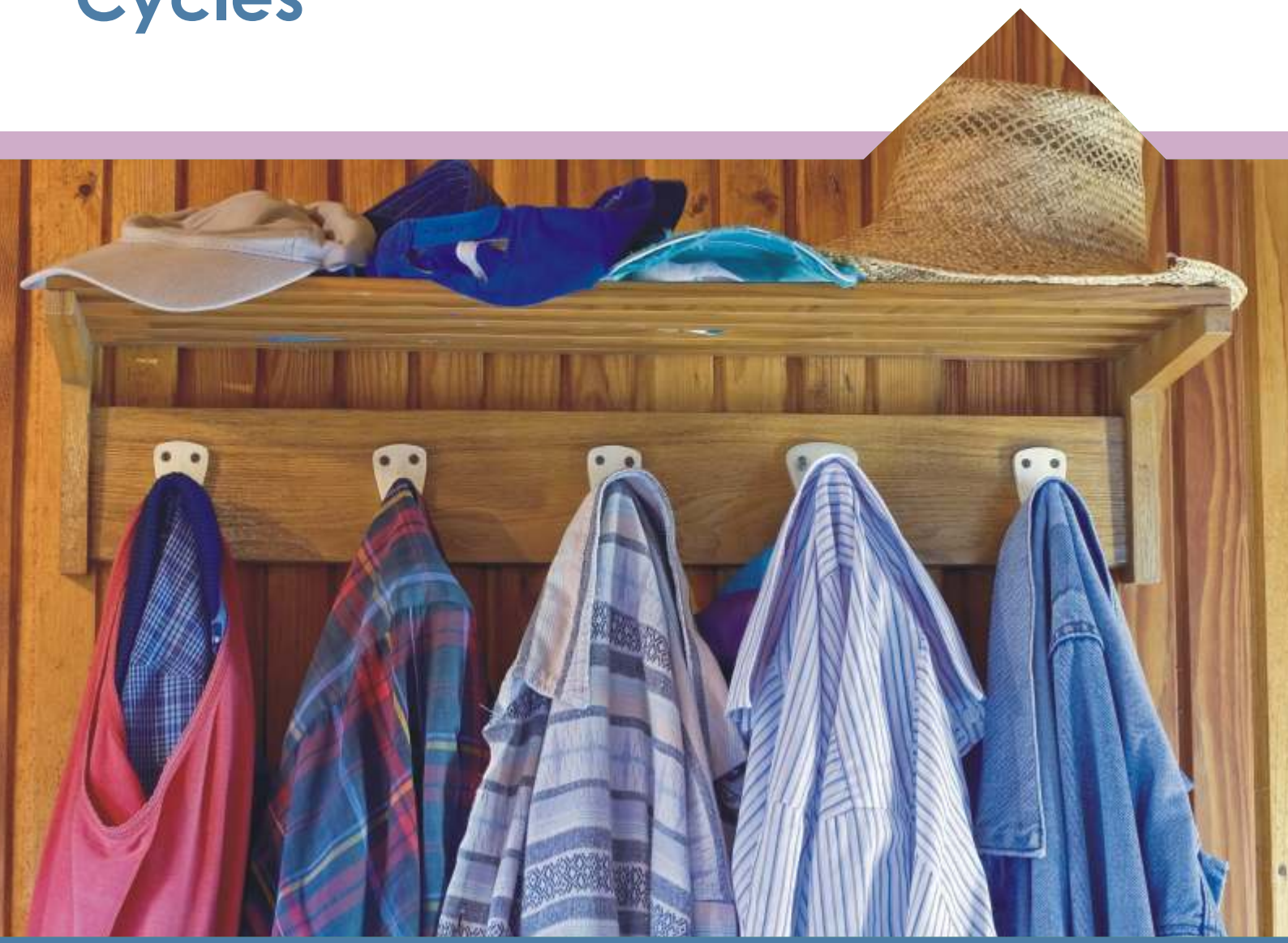
ITC INFOTECH
Business-friendly Solutions

Modernizing Design-to-Production Cycles



SITUATION

Outdated systems and manual workflows were resulting in unreliable data and reactive decision-making.

IMPACT

Inferior product quality, increase in consumer claims and process break down.

RESOLUTION

Restructured information management and reorganized process flows across product lines and user groups globally.

The Customer

A US-based luxury lifestyle products company with multiple branded offerings in diverse verticals and an annual turnover of approximately 450 million USD.

Challenges

- No standard operating processes
- Large amount of non-integrated legacy data
- Lack of centralized control over processes
- Lack of integration in existing technologies
- Resistance to migrating to new systems

Solution: Business Process Restructuring on PTC's FlexPLM® platform

A deep practical knowledge of the customer's business domains helped ITC Infotech to quickly analyze overall needs into specific improvements that could be addressed systematically. To ensure smooth transitioning to the new workflows the team built its solution map from first-hand observations rather than discussions or reports, and addressed concerns up front.

Over ten weeks of process consulting the design and production cycles behind each niche business offering were broken down and ITC Infotech realigned critical business processes from a problem-solving perspective for optimized output and enhanced productivity. Hidden inefficiencies in manually-managed cycles had manifested as security loopholes and tracking bottlenecks were uncovered and tracked down to root causes.

The vendor handoff process was also re-organized from a people-dependent system to a process-driven system. ITC Infotech replaced the unnecessarily detailed and unwieldy Tech Packs (technical specifications documents) with grouped, standardized templates that streamlined raw-to-finished production information and clearly demarcated financial, design, and vendor-specific data.

ITC Infotech further streamlined the data storage systems to make the production network scalable and to facilitate the addition of new data efficiently, to align timelines.

The solution was implemented using client specific data attuned to industry best practices.

Highlights

- Centralized FlexPLM platform across Hong Kong, Pasadena, Seattle, New York offices
- Streamlining 'clumped' processes into smooth sequential workflows
- Enabling single-source information
- Creating a common business jargon across locations and groups
- Automating manual work methodologies

Benefits

- Robust, modernized I.T. infrastructure which can support business growth
- Industry best practices incorporated into work culture
- Accountability and transparency across groups
- Reduced dependency on individuals, reduced human error
- Improved work environment, fostering innovation

ITC Infotech's FlexPLM Practice

ITC Infotech shares a decade-long strategic partnership with PTC, and is a leading provider of FlexPLM and Windchill services. The company has a 100+ strong FlexPLM team with over 70,000 person hours of experience. The company has worked with some of the largest Retail, Apparel and Footwear (RFA) companies across the globe.

For more information, please write to: **contact.us@itcinfotech.com**

www.itcinfotech.com

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