

## Case Study: Cyber Futuristics helped RCM in Seamless Integration of Robust Retail ERP Solutions



RCM is one of the leading and recognized direct selling organizations, providing business opportunities to individuals and businesses. The company offers support and a compensation plan for business management, order management, training and motivation.

### BUSINESS CHALLENGES

RCM had a local ERP solution wherein small servers were placed in distributed locations across India. All the critical information was scattered over these non-integrated units. This caused:

- Network downtime
- Unavailability of inventory to various scattered units
- Poor Response time
- Lack of quick turnaround time
- Non availability of application to users.

They were seeking highly flexible and scalable solution that seamlessly integrates within their existing system and optimize their overall operational and resource planning activities across your supply and demand chain.

The major challenge faced by the client was to completely transform their existing ERP solution and migration of their mission critical data to centralized location (a secure data center environment) within a short span of time.

### BUSINESS SOLUTION

After an extensive research and in-depth analysis of client's existing business process and data semantics, Cyber Futuristics offered a customized solution, which included both centralized ERP and disaster recovery.

We offered RCM with an unparalleled ERP solution and seamless data migration, with:

- **Business Continuity Plan with Disaster Recovery**

A thorough business assessment helped us in formulation of a robust business continuity and disaster recovery plan. It enabled us to offer them industry-leading guarantee for business-critical data loss due to unforeseen event of breakdown or catastrophe. We offered RCM with all-in-one solution for restoration of their intrinsic IT facets that include servers, networks, applications, devices, data and connectivity to enhance operational efficiency.

### SOLUTION OVERVIEW

**Organization:** RCM

**Industry Vertical:** Direct Selling Organization

**Country:** India

#### Organization Profile:

RCM is one of the leading and recognized direct selling organization providing business opportunities to individuals and businesses. They offer support and a compensation plan for business management, order management, training and motivation.

#### Business Challenge:

RCM wanted to have centralized ERP solution in conjunction with:

- Quick response time to dynamic requirements of the business
- Increase uptime and security
- Cost reduction (both capital & operational)
- High system availability and SLAs.

#### Business Solution:

Cyber Futuristics offered RCM:

- Centralized ERP solution
- Seamless Data Migration
- Disaster Recovery
- Tier II Data centers & storage area networks alongwith provision of frequent capacity expansion.
- Robust SLAs

#### Benefits:

- Increased business productivity, operational efficiency and accuracy
- Optimized inventories
- Balanced sales goals
- Reduced cost, resulting in higher profit revenue

- **Network Connectivity to Primary & Secondary Datacenter**

The major problem that client was facing due to scattered information was inescapable network downtime and connectivity disruptions due to poor network management. Our redundant network and high availability bandwidth enabled us to provide RCM with lightning fast, quick to respond and extremely secure network connections.

- **Improved Data Security and Protection**

After meticulous consideration on client's concerns regarding increased data security and protection, we offered them multi-layered security provisions, including 24X7 onsite security, biometric entry, cabinet and cage locks, and camera surveillance.

- **Robust SLA, Power Capacity and Redundancy**

Our team of experts with extensive analysis recognized that RCM was facing unexpected downtime frequently due to power spikes and surges. Our power infrastructure is designed to ensure reliable and continuous power supply to the equipment. We offered client with guaranteed 99.95% service level agreement (SLA) which helped them make most of the power supplies from varied plants.

## **BUSINESS RESULTS**

Cyber Futuristics helped RCM in quick and efficient integration of real-time ERP solutions in our Tier III data centers, resulting into:

- Increased business productivity, operational efficiency and accuracy
- Optimized inventories
- Balanced sales goals
- Reduced cost, resulting in higher profit revenue

## **THE CONCLUSION**

With our data center optimization solutions, the client is now able to swiftly and efficiently respond to business requirements with greater accountability, increased ROI, and improved order processing and inventory management.

Know more about Cyber Futuristics India Pvt. Ltd. at <http://www.cyfuture.com>