

Case Study



HINDWARE HOMES

Furniture Company Supports Omni-Channel Vision With Flexible, Scalable Retail

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CHALLENGES



Disparate ERP systems in 3 divisions increasing IT costs



Lack of visibility for inventory components, work in process & finished goods across 18 sites



Inability to present multiple brands as a single cohesive business to the customer



Lack of financial consolidation and visibility across divisions



Inability to configure products to meet customer's unique demand



Support team unable to access centralized view of account & ticket information

SOLUTION

- Microsoft Dynamics AX offered an integrated Financial and Supply Chain solution within a single platform
- Consolidated multiple legal entities on a single instance of Microsoft Dynamics AX
- Microsoft Dynamics AX offered a strong road map to the cloud with Dynamics 365
- Managing support through Dynamics 365, offered greater visibility, case management capabilities, and enhanced reporting
- Trident offered a strong blend of product expertise and furniture industry solutions that would maximize value

BENEFITS



A global experience, with one system across all locations and reduced IT costs



Improved manufacturing efficiency and quality



Inventory visibility of components, work in process, and finished goods across nine cities.



Improved materials planning, inventory management, and cost analysis



Consolidated financials across all divisions with a more accurate picture of product margins and advanced landed cost management



Configure-to-order capabilities to meet the customers' unique demand



Improved measurement and analytic capabilities for support personnel





HSIL Limited, vastly recognised by its brand, a leading name in the Indian market is a company driven by innovation. Its complete focus on crafting unforgettable bathing experiences, developing contemporary bathroom solutions for over five decades with products that make life better has set new trends each year.

In 2007 HSIL Limited expanded its business portfolio further and Hindware Home Retail Pvt Limited (HHRPL) was incorporated. HHRPL, a 100% subsidiary of HSIL Limited, launched brand EVOK a chain of large retail format stores, offering home interiors & décor merchandise. There are 18 EVOK stores pan India at present.



Evok Stores showcase over 20000+ world class contemporary products in Home Furniture, Soft Furnishings, Home Decor & Accessories, Wall Fashion, Modular Kitchens & Modular Wardrobes.

Evok also has an online store www.evok.in, provides various high quality products in Home Furniture, Home Decor & Kitchen.



EVOK Furniture Projected Results with Microsoft Dynamics for Retail

Increased revenue	Revenue Touched 250 Crores in 3 years time
Faster in-store checkout	Reduction in instore checkout time from 30-45 minutes to 5 or 6 minutes
Broadening of customer demographics	Broadening of brand appeal to customers between the ages of 20 and 80.



ABOUT TRIDENT

Trident is a global consulting firm that empowers organizations around the world to digitally transform and grow their businesses. Our expert consultants offer strategic consulting, implementation services, support and managed services and pre-built software solutions that help our clients innovate and reinvigorate customer, employee, partner and supplier experiences and processes using Microsoft Dynamics 365, ERP, CRM, Business Intelligence/Analytics and related Microsoft cloud solutions.

Trident enables Digital Transformation for enterprises and technology providers by delivering seamless customer experience, business efficiency and actionable insights through an integrated set of disruptive technologies: big data analytics, internet of things, mobility, cloud, security, unified communications, etc.

CRM MS D365 Sales MS D365 Marketing	ERP MS D365 Operations MS D365 Business Central Microsoft Dynamics AX Microsoft Dynamics NAV	Internet of Things (IoT) Retail Supply Chain Asset Management Fleet Management Energy Management
Audit & Risk Analysis ACL GRC ACL Exchange ACL Analytics	Business Intelligence MS Power BI SPSS Qlik Sense	Retail Applications LS Retail D365 Retail
DevOps IBM Microsoft Dynatrace	Mobile Apps Sales Force Automation Service Team Automation Customer Loyalty Management Mobile Inventory Management	Security Application Security End Point Security Database Security

Trident's Vertical Focus



Retail



Hospitality



E-Commerce



Logistics



Manufacturing



Real Estate &
Construction



Education

Recognitions and Awards



'Transformative 100' by ChannelWorld at the Premier 100 annual awards for 2016, 2017, 2018



Microsoft Dynamics President Club winner from Microsoft for Microsoft Dynamics Navigation, Axapta & MSCRM, 2011



Gold Certified Partner for Microsoft Dynamics Navigation, Axapta & MSCRM



Platinum Partnership with LS Retail supporting clients with more than 5000 POS.



Attainment of **Premier partnership** status with IBM, 2010



Most Innovative Partner of the Year award from IBM, 2009.



Strategic Alliances



Quick Facts

1999 Year of Establishment

250+ No. of Employees

300+ No. of Customers

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