

# CASE STUDY



# AUTOMOBILE INDUSTRY

**THE COMPANY IS A PUBLIC LIMITED, UNLISTED ENTITY, MULTI-LOCATION, AUTOMOBILE MANUFACTURING UNIT HAVING AROUND 14,000 EMPLOYEE STRENGTH, SPREADING ACROSS INDIA.**



## OUR CLIENT

Automobile Industry has played a vital role in the India growth story. The industry overall has seen an extended period of double digit growth resulting in more manufacturing plants, broader geographical presence, export opportunities among others. All of these have a profound impact on their Compliance Programs.

Our Client is a leading player in Automotive sector. It is an international market leading player with presence across 22 States in India having 17 regional offices and dealership contracts. The main manufacturing plant is based in Metropolitan city in Southern India. The company has a capacity of producing approximately 2,000 four wheeler vehicles daily.

Our Client had a compliance management program which was highly manual, people dependent with no centralised document management. Due to the manual nature of their compliance and organisational complexity, they often faced delays and penalties. The management was looking for ways to move from the current ad-hoc and people dependent compliance program to an automated, process oriented and accountable program. They were looking to bring in transparency, efficiency, timeliness and reduce the burden of penalties due to delays.

In addition, our client needed a solution which was comprehensive with the highest standards in privacy, confidentiality and data security to protect their intellectual property. Our client needed an on-premises deployed solution which let them use their own encryption algorithm for their document encryption.

## AVANTIS SOLUTION

Here is how Avantis approached information gathering, analysis and implementation.

### PROJECT SCOPE

# 1

Our client wanted to include all its legal entities in India. This included manufacturing plants and regional offices. Apart from legal and regulatory compliances, client included all their on-going cases in litigation module.

# 2

### IMPLEMENTATION APPROACH

Avantis adopts a 3 phased implementation approach. The phases are:

#### Assessment

Organisational Review and Compliance Applicability Assessment – In this phase, a team of experts from Avantis work with a team at Client organisation and understand their business, clients, entities, locations, products etc and develop a list of Acts and Compliances applicable to their business. At the end of this phase, a comprehensive list of compliances is submitted to the client for discussion and fine tuning

#### Implementation

Compliance and User Mapping – In this phase, the entire organisation along with all its entities, locations, users and the approved list of Acts and Compliances is mapped in AVACOM. At the end of this phase, all compliances are mapped to the responsible users as per their defined roles (Performer, Reviewer, Approver and Management)

#### Go-Live and Post Implementation Support

User Training and Go-live : In this phase, all the mapped users are trained based on their roles and the product is activated. Post implementation, support and hand holding is provided to all the users until they become comfortable using the product.

### ACTUAL IMPLEMENTATION

# 3

Avantis did a comprehensive study of the Client organisation and all its legal entities. Based on the discussion with individual Department Heads, Avantis identified a list of Acts and Laws applicable to each entity, location and department. The following were identified:

- (a) Over 100 applicable Acts
- (b) Regulatory compliances of Reserve Bank of India (RBI), Registrar Of Companies (ROC), Ministry of Labour, Ministry of Corporate Affairs (MCA), Pollution Control Boards (PCB), Automotive Research Authority of India (ARAI), Central Board of Direct Taxes (CBDT) among others
- (c) Over 700 event based compliances
- (d) Approximately 4,450 other compliances (including checklist items)

Our client worked closely with us and helped identify employees who would be the users of the system and play various roles such as Performer, Reviewer, Approver and Management. A total of 100 users were created in the Product to play various roles. The relevant compliances were mapped to each one of these users and their user IDs created.

Our Client had identified a liaison from their organisation who was senior and well versed with their organisation structure, roles and business. This individual played a key role during all the phases of the product roll out. She coordinated internally and helped Avantis team work through various issues such as user availability, role mapping among others. She also become the point person who learnt all features of our products well for future.

Comprehensive Product training was imparted to each user, Company Admin and Management Roles. Over a period of a quarter the product was stabilized and effectively used by the Organizations.