

CASE STUDY

TEXTILE INDUSTRY

OUR CLIENT

Our Client is a one of the large and publicly listed textile company spread across multiple countries (subsidiaries USA, UK and Australia) and multiple locations in western India (2 Offices and 6 Manufacturing Plants) with over 90 million meter capacity.

The company has a history of over 25 years of successful operation and significant growth. The client has over 3,000 employees and multiple patents. The client sells its products in India in over 80 cities, 20 states and hundreds of multi brand retail stores.

Our client had a compliance management program which was highly manual, people dependent and rather ad-hoc with no centralized document management repository. The client was grappling with delays and associated penalties and interest expenses which ran into significant values each year.

In addition, constant growth presented the challenge of being on top of the risk and compliance program. Hence, a need was felt at board and management level to bring in a world class compliance automation solution to institute a framework based, process oriented, accountable system in place which brings in transparency at all levels.

AVANTIS SOLUTION

Our client approached us for a discussion and product demonstration in the third quarter of 2017 and the implementation began thereafter. The complete implementation of AVACOM (Avantis Compliance Automation Solution) was initiated in September 2017.



1) PROJECT SCOPE

Our client wanted to include all its legal entities in India and abroad. These entities included multiple offices and distribution centers based in Eastern USA, South East USA, UK, Europe and Australia. In addition, all offices and plants in India were covered.

2) IMPLEMENTATION APPROACH

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

(a) 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

(b) 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)

(c) 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

3) ACTUAL IMPLEMENTATION:

Avantis did a comprehensive study of the Client organisation and all its 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) 79 Acts in total
- (b) 850 event based compliances
- (c) 3,650 other compliances (including checklist items)

Our client worked closely with us and helped identify employees who would be the users of this system and play various roles such as Performer, Reviewer, Approver and Management. A total of 75 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 became 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 "One quarter" the product has been stabilized and effectively used by the Organizations. Management has visibility to lowest level of compliance details on their "Mobile" itself and compliance presentations are done directly through the Product.

