Value Delivery Report: Godrej
Anthony Bosco, Head, WRENCH Implementation Team

Godrej and Boyce, is an affiliate of The Godrej Group - an Indian conglomerate headquartered in Mumbai, India. It has presence across 14 diverse businesses and operates across all major global markets such as Europe, U.S., Middle East, Africa and South East Asia.

Godrej and Boyce's journey began in 1897 with the manufacture of high quality locks, then extending to other durables (refrigerators, washing machines, air conditioners, home security systems etc), products for institutions (office furniture, audio-visual solutions, access control systems, perimeter security solutions, bank security solutions, beverage vending machines, interior solutions, hospital and laboratory furniture) and industrial products.

1. Why did you start looking for a solution?
Godrej: The main issues were:

- Inefficient data management process
- No control on document revisions
- Data loss and accidental deleting of relevant data
- Lack of easy accessibility to data
- Lack of Role-based and User-based access control
- ISO audits were being done manually with hard copies
- QMS was being enforced manually
- No integrated solution for all the above

2. After implementing WRENCH where those issues resolved?
Godrej: Yes, they were.

3. What features of WRENCH do you find most useful?
Godrej: We are finding the following extremely useful:

- Workflow Process
- Folder structure and flexibility to create new structures
- Revision & Version Control
- QMS

4. Do you have any suggestions to improve the features of WRENCH?
Godrej: Not at the moment. We are planning to upgrade to the latest version of WRENCH, and after that is implemented we will get back with suggestions if any.

5. Are you happy with the current Support which you are getting from WRENCH?
Godrej: Yes, we are.

6. After implementing WRENCH did you see improvements in:

• Project management efficiency?   - Yes.

• 100% quality assurance?   - For the most part, yes.

• Proper capturing of communications?   - Not yet

• Engineering drawing/document management?   - Yes, 100%

• Less project delays?   - Yes

• Are all your deliverables going on time?   - Internally, Yes

7. On average, how many projects do you execute through WRENCH?

Godrej: Around 200 projects per year.

8. In terms of ROI:

a) Did the number of people in Project Control, Document control, and planning department change after WRENCH?	No
b) Did the deliverable cycle time reduce due to the digital information exchange in internal review, client submission, client comments handling, re-submission?	30-50% reduced
c) Was there reduction in time taken for reporting status of deliverable for internal management and for client reporting?	50% reduced
e) Did you save time/cost by saved by digitally handling all documents and drawings?	30% reduced
f) Did you save time and resources due to automated notification to Vendors (to expedite their committed work)?	100% savings
g) Did you save time and resources due to automated notification to Client (to expedite their approvals)?	No
h) How much time was saved thanks to instant access to required information by searching?	100% savings
i) How much cost was saved thanks to access to latest revision of all drawings and documents?	100% savings
j) What savings did you get by ensuring 100% process compliance?	Design: 80%, Welding: 80%, Quality: 70-80%
k) Did you see any savings in payment realization, due to real time reports?	Not yet