

Rhodenium Private Limited improved its customer satisfaction and its productivity with B1UP & B1P&D

Company: Rhodenium Private Limited
 Website: www.rhodenium.com
 Industry: Carpet Manufacturing
 Employees: 150+
 Partner: BPAS
 Solutions: B1 Usability Package, B1 Print & Delivery

Rhodenium was incorporated in 2018 to commercialize innovative technologies in the soft flooring market. They manufacture Wall to Wall Carpets, Carpet Tiles, Artificial Turf, Area Rugs, and Bath Rugs using world-renowned machinery and leading-edge tufting, coating, and digital printing technologies. Their core team has combined experience of 100 plus years in Carpets, Rugs, Yarns, Masterbatches, and Pigments. Their vision is to be the preferred Indian partner for major global brands by 2025.

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This is the place where we are delighted. BPAS has done a commendable job clarifying, prototyping, training, and supporting us to onboard our team quickly. We are happy to say they kept their promise as they told us in the beginning: BPAS don't sell, we make customers excel! We strongly recommend BPAS for any Boyum Solution-related implementation and support services.

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Kedar Ketkar,
 Digital Advisor



Challenges

- SAP B1 users were continually seeking enhancements for improved day-to-day functionality. This led to increased tech debt, maintenance overhead, and scalability restrictions due to extensive custom coding.



Solution

- Minimize coding, handle enhancements through a standard framework, and automate mundane activities.
- Notable improvement in various business areas, including purchase, sales, accounts, and production processes.



Results

- Boost in productivity, with an average time savings of 10 minutes per transaction in the ERP system.
- The streamlined order processing and enhanced customer communication contributed to improved customer satisfaction.

