

Customer Success Story

Thirdware provides Rapid Implementation of QAD for a leading Automotive Company

COMPANY

Ford Motor Company has manufacturing facilities, Sales and Service operations world wide. The operations vary from full fledged Integrated Manufacturing Facilities, to Assembly Plants and Built Up Unit Sales. The company has a well organized IT infrastructure to support the operations with Applications packages like SAP, QAD, PeopleSoft, etc and several internally developed Corporate Systems deployed on a wide variety of platforms in data centers spread across the Globe.

IMPLEMENTATION AT CHANGAN FORD (CFAC), CHINA.

CHALLENGE

CFAC has setup a new Integrated Manufacturing Facility (IMF) to cater the demands of China market. To get a robust and a timely solution, the business decided to

- Implement regional business model by taking the business model of Ford India
- Enable a compressed launch schedule
- Ensure small in-country IT staff and also minimal in-country hardware investments.

SOLUTION

Thirdware was chosen as the partner to help deliver Changan Ford "QAD Implementation" initiative. The choice took account of Thirdware's relevant in-depth knowledge of QAD and expertise in Ford specific processes, combined with successful experiences in delivering similar rollout projects in the past. Additionally, as Thirdware has participated in most of these launches in the region it was obvious choice for implementation as Thirdware has already delivered varied services around QAD to Ford since 1996.

The Ford and Thirdware team designed following strategy to carry on the QAD rollout initiative for CFAC

- Implement IMF working model of Ford India to CFAC
- Gain local process improvement efficiencies by adopting FAP QAD processes and systems.
- Reduce on-going support costs by leveraging existing QAD helpdesk and system infrastructure from Ford Asia Pacific.
- Satisfy local legal audit and tax requirements.
- Leverage proven processes from Ford Asia Pacific markets to achieve consistencies in audits, interfaces with corporate systems and efficient operations
- Fully documented processes and procedures
- Trained users and administrators
- User support processes including issue resolution



Company
Ford Motor Co

Location
China

Industry
Automotive

Products
Passenger and Commercial Vehicles

Solution
QAD version eB

Modules Implemented
Distribution, Manufacturing, Financials, Certain Country Specific Localization modules and Site specific customization & interfaces

Environment
Sun Solaris

The entire business processes were divided into 3 major divisions

- Production
- Non Production
- Parts and Accessories

Production

- Implement Central Material Management – Worldwide Integrated Purchasing – QAD integration
- Replace Production Vehicle System with Vehicle Tracking System
- Implement Forecasting module
- Implement Sales Order / Shipment processing for Production

Parts & Accessories

- Implement Parts and Accessories System – QAD Integration
- Service support & Warranty Management

Non Production

- Purchase Order processing for Non Production
- Inventory management for Non production

General

- Accounts Payables
- Accounts Receivables
- General Ledger
- Fixed Asset Management

Results

- Gained efficiencies through improved functionality, economies of scale and use of technology.
- Inherent process re-engineering and adherence to best business practice.
- Aligned with Corporate / Regional applications and processes.
- Re-use other QAD solutions developed in Ford Asia Pacific markets to reduce overall costs for future systems
- Centralized software support by ADS Asia Pacific.

ABOUT THIRDWARE

Thirdware is a global IT services and outsourcing firm committed to helping clients utilize best of breed technologies to achieve sustainable competitive advantage. Utilizing leading edge collaboration software, Thirdware delivers an integrated suite of world class enterprise applications that are affordable, scalable and manageable.

Study prepared by Thirdware in cooperation with Ford Motor Co