

Client Benefit

Dealer Portal

Client

Toyota Kirloskar Motor,
India

Volume and Effort

Total of 23 person months of effort was put in for this assignment. 11 resources were involved in the project both onsite and offshore.

Tools and Technologies

The solution was built using the following set of products from IBM on the AIX platform:

- WebSphere Application Server 5.1
- WebSphere Portal Server 5.1
- Struts framework v1.1
- AJAX
- Java, J2EE
- LDAP
- DB2 8.1

Description

The Client

Toyota is a global automotive giant and one of the most widely known companies. It's presence in India as TKM aims to design, manufacture and market automobiles in India and overseas while maintaining the high quality that meets global Toyota quality standards.

The company's current plant at Bidadi, near Bangalore, is surrounded by a greenbelt and meeting high environmental standards.

Business Challenge

The functional units of TKM like Marketing, Sales & Planning and others are investing tremendous manpower to execute their day to day task, which ranges from a simple vehicle enquiry to preparing a complex dispatch plan of their vehicles. All the sales officers are seen with lifted handsets attending to dealer's queries.

TKM having a vision to contribute to the well-being and stability of its team members has taken an initiative to build an information portal for the dealers. TKM were seeking for a system which could ease out their below challenges:

- Sales team currently uses their mailing client to communicate with their dealers. Information like sales target, accessories prices and other incentives are communicated periodically which varies from one dealer to the other. Currently, Sales officers create a separate mail for each dealer. This has evolved into a business challenge as their dealers are ever increasing.
- Manpower invested in manual tasks – like preparing the dealer wise, zone wise documents. Time is spent on vetting these and there is a definite need for automation.
- Hard copies of announcements and brochures are couriered to the dealers. A need to get the documents online and share it to the dealers.
- Dealers pester marketing division executives for the stock availability. TKM wanted to make the real time stock details of their vehicles online.
- Anytime access to dealer's fund status to the sales officers and TKM management.
- Dispatch plan to be made online to the dealers – Dealers can happily plan and commit the vehicles to their customers.

Methodology

The project was executed in an onsite - offshore model. The following activities were carried out at the customer location:

- Requirements analysis
- Integration Testing
- User Acceptance Testing
- Go-live
- Warranty Support

The following activities were carried out at our offshore labs:

- Architectural Analysis
- Detailed Design
- Development and Unit Testing
- System Testing

The project followed Rational Unified Process (RUP) as the process standard.

- Anytime access to Vehicle history – Stolen vehicles details can be retrieved with the Engine and/or Chassis number.
- A generic feedback and survey system, which will help TKM management to conduct the surveys.
- A well managed hierarchy based simple workflow system to control the flow of sensitive data within the organization.
- A Plex model – System to be generic and scalable to address the issues/challenges of other interdepartmental units within TKM.
- Integration with legacy databases and information repository

How Torry Harris Helped

THBS team is working with the actual stakeholders who are experiencing the above challenges and finding effective ways to solve their issues and make life easier. THBS consultants would be involved in end-to-end building of the system including all phases of the software development life cycle. This dealer portal application will be a revolutionary application for TKM and setting standards for forthcoming applications.

THBS with its extensive knowledge in J2EE and proven records with customers in addressing the above kind of challenges has proposed a Portal platform and will be designing a highly scalable architecture. This architecture will lay a platform for their future applications.

Glossary

Acronym	Expanded Form
TDCS	Toyota Dealer Communication System (Dealer Portal)
TKM	Toyota Kirloskar Motors Limited
THBS	Torry Harris Business Solutions
RO	TKM Regional Office
HO	TKM Head Office
J2EE	Java 2 Enterprise Edition