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Rainfosys Case Study

Key Account Management



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Introduction

Présentation of the company and the importance of the project

- 17,000 employees, sales of 750 million dollars, and a global presence through 24 offices and 8 development centres
- 5 years of collaboration with PFS insurance
- This project represents a major step forward for Rainfosys, which is seeking to become a supplier of complete, high added-value solutions

--> We're going to show you how we're going to ensure the success of the Biba e-Procurement project

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02 Two companies with common strategies

PFS (Pacific Financial Services)

- **Humble beginnings:** small insurance company for rural families and farmers
- **Goal:** affordable, reliable insurance despite limited resources
- **Growth:** optimized internal processes, avoided penalties, improved efficiency

Rainfosys

- **Humble beginnings:** small technology consulting firm
- **Focus:** process automation, reengineering complex systems
- **Growth:** tailored solutions, productivity optimization, cost reduction

PFS and Rainfosys share several key similarities that make them ideal partners:

- **Common growth:** small companies, evolved through efficiency and quality services
- **Leadership:** overcame challenges, became leaders in their fields
- **Commitment:** excellence, innovation, added value for customers

Durably relation for 5 years

Performance Dimension	PFS Target	Rainfosys Results
Quality		
- Requests delivered with zero defects	90.0%	97.1%
- Delivered defects per 1000 person hours	4.9	3.2
Timeliness		
- Requests delivered on time	91.0%	99.6%
- Effort estimation accuracy	83.0%	98.1%
Reliability		
- Uptime on Rainfosys maintained systems	94.0%	99.9%
- Abend* ratio across Rainfosys maintained systems	1.8%	2%

- Better performance than expected in 5 years
- Quality of deliveries --> Fewer errors and better user satisfaction
- Respect for deadlines --> Projects delivered faster
- Accuracy of estimates --> Better cost management
- System availability --> Fewer breakdowns, more efficiency

04

Cost reduction



Cost Savings from Reengineering Project Assignments \$12,960,000.00

Cost Savings from Data Corruption Prevention Subroutine \$518,060.40

Cost Savings Due to On-Time Reporting \$43,200.00

Cash Reserves Reduction Cost Savings \$1,400,000.00

Total cost reduction of 14,921\$ millions

- Rainfosys consistently exceeds PFS expectations
- High knowledge of PFS systems : Less learning time required
- Demonstrating its efficiency, reliability and commitment to quality
- Reduced risks and implementation timescales --> Rainfosys is already familiar with PFS's IT infrastructure
- This project is therefore an opportunity for PFS to work with a service provider that is already efficient and reliable

Experienced in java script

Proven expertise in the development, customisation and maintenance of Java systems

- Rainfosys is responsible for developing and implementing the Java-based Biba e-Procurement system.
- The company has a technical team specialising in Java programming and a proven methodology for implementing software.

Training and ongoing skills development for employees

- All Rainfosys team members involved in the PFS project receive five weeks of Java training at their in-house training centre.
- We warmly invite you to visit our premises and find out how our team is trained in JavaScript, as well as the innovative projects we have successfully completed using this technology.

05

Experienced in java script

Our previous projects

Proven experience in large-scale Java projects

- Rainfosys has already implemented three Java-based e-Procurement systems (two for retailers and one for a healthcare organisation).
- These projects have been successfully executed, guaranteeing specific expertise in the integration of Java solutions

Mastering the problems of integrating and optimising business processes using Java

- Rainfosys doesn't just write code: they optimise and rethink business processes linked to Java solutions.
- One example is an e-Procurement project where they improved the management of change orders by switching from manual processing to an automated Java system, generating savings of \$100,000 a year for the company concerned

06

Conclusion

- Long-term strategic partnership between PFS and Rainfosys
- => Reliable and committed partner, capable of ensuring continuous innovation and cost optimization
- 5 years of partnership = shared skills and opportunities from abroad
- Price : \$2,000,000 (installation) + \$400,000 per year (maintenance)

Let's take the next step, together !



A) Cost saving from transferring personal to India

$$= [(250 - 75) \times 96\,000] + [(0 - 250) \times 384\,000] = 7.2 \text{ M}$$

B) Cost saving from reassigning personal to India

(of India based employees year 3 - of India employees year 4 x
annual India FTE coasts)

$$= (250 - 100) \times 384\,000 = 5\,760\,000$$

$$\text{Monthly FTE cost in US} = 8\,000 \times 12 = 96\,000$$

$$\text{Monthly FTE cost INDIA} = 3\,200 \times 12 = 39\,400$$

Here is the translation into English:

Cost of CPU time used to reconstruct data: 15 seconds at \$0.39/second.

Cost of programmers: $3 \times 4 \times 45 = \$540$

Cost of technical support: $1 \times 40 = \$40$

Cost of employees affected by idle time: $125 \times 4 \times 42 = \$21,000$

CPU cost: $15 \times 0.39 = \$5.85$

Total cost per incident: $540 + 40 + 21,000 + 5.85 = \$21,585.85$ per incident

Annual savings:

Number of incidents avoided per year = 24

Total savings = $24 \times 21,585.85$

Annual savings = \$518,060.40

What “knowledge transfer time” cost savings can PFS expect from sole sourcing the Biba e-Procurement System project?

5 programmers x 8,000 dollars x 3 months = 120,000 dollars.