

Credentials

About – GoodPack

Goodpack is the world's largest owner and operator of integrated bulk containers (IBC). Goodpack's IBC are patented and are used in the transportation of products ranging from food, beverages, dairy, edible oils, chemicals and rubber. They are also being used in over 50 countries worldwide.

Business Challenge- Streamline Key Internal Processes and Increase Operational Control

Managing employee resources from multiple offices around the world posed a major challenge for Goodpack. They were aware that in order to better manage, control and optimize on these resources centrally (headquarter in Singapore), key internal processes and procedures had to be streamlined. They required a system that would simplify employees' applications, approval routing, audit and administration of leaves, expense claims, procurements, and travel requisitions.

The Solution – elipva Zephyr ZESS empowers employees through self service solution

Based on Goodpack's business procedures and workflow requirements, elipva helped to scope their business plans and delivered the following with ZESS :

- Streamlined approval processes and secure automated workflows for key tasks to reduce manual intervention and unnecessary bottlenecks in decision-making
- Improved and put in place an accounted-for budgeting process for increased transparency and control over expenses- by department and by individual within the organization
- Enabled employees from different locations around the world to share and gain prompt access to key information over the web through a central location

ZESS Streamlines Business Processes & Increases Operational Productivity

External stakeholders, primarily customers and business partners were also key contributors to business bottom line. Goodpack wanted a web-based solution that would assist their sales and business development teams to manage customer contacts, relationship, sales and marketing activities.

Specific to its internal logistics practices, Goodpack sought a cost effective web-based system that was lightweight, scalable, robust and easy to deploy.

- Extended self-service feature to empower employees to act on and view key information such as leaves, claims, POs and travel requisitions, and reduced manual involvement in the approval processes
- Built strong customer and partner relations, enhanced customer loyalty by capturing and storing key information, and attended to customers' needs in an effective and consistent manner
- Integration with existing JD Edwards ERP system



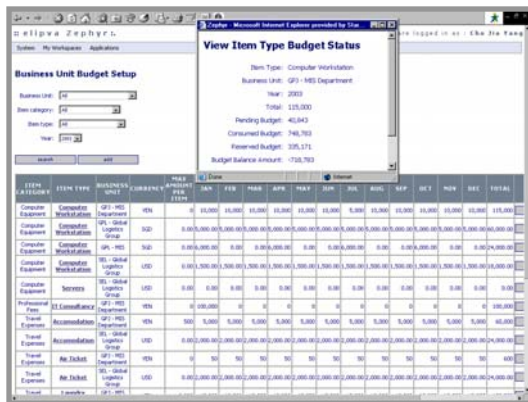
Easy online leave applications with approval process and workflow

"Self-service facilities meant that our employees are empowered to retrieve and act on information they need instantly to work more effectively, while the Management gains full visibility to resources in Goodpack's offices throughout the world.

With Zephyr Employee Self Service suite, we are able to meet our goals of higher employee productivity and streamline our business processes to achieve higher returns on investments."

Alex Lee
Chief Operating Officer on elipva ZESS

elipva Zephyr E-Business Suite	Visible Results
<p>elipva Zephyr Employee Self-Service One-stop application and approval workflow for leaves, claims, travel requests, and purchase orders</p>	Improved efficiency in internal workflow processes, employee productivity, and cost savings through automation (significant reduction in paper and printer related costs). Increased convenience for overseas applications- anytime, anywhere.
Comprehensive provision of multiple types of leaves, claims and travel requests applications.	Encompassed and fulfilled all business requirements and adopted best industry practices. Enhanced total workflow with no compromise.
Advanced calculator engine	Facilitated fast and accurate tabulation of figures. Eliminated tedious manual calculations that were prone to human errors.
3-levels authorisation approval process and notification engine	Increased operational control and procedures, with multiple levels of authorization and notification alerts.
Real-time queries and reports	Gained complete visibility on employee leaves & expenditure statuses, easy consolidation for audit & reporting purposes, and full accountability to corporate assets.
Budget control mechanism for individual item types based on business unit and individual level	Enhanced management resource planning and budget allocation. Generated accurate demand forecasts and exercised full budget and key resources control at multiple levels.
Complement existing ERP system	Protected existing IT investments and maximised ROI, lowered maintenance cost and no capital investments needed on specialized technical skills.
Secured data access based on hierarchy role-based approach	Increased secured administration with appropriate user interface and data according to user roles.
<p>Other Self-Service Applications Integrated contact repository through a customised contact management system</p>	Ensured all valuable customers and partners contact information was retained securely within the company. Enabled ease of search for data and facilitated database marketing.
Sales activity tracking	Increased accountability for staff activities and sales opportunities. Minimised risk and cost of foregone sales opportunity if sales representatives depart from the company.



Configuring budget controls for each business unit and individual

Benefits – Streamlined Business Processes, Cost and Time Saving

Through empowering employees with self-service facilities, Goodpack’s overall employee productivity, operational control and resource visibility have improved significantly. Traditional methods of paper processing and approval have been replaced with automation, resulting in accurate information dissemination and control, and enabled effective resource planning.

elipva’s technologies have proven that better employee management and improved enterprise bottom line can be achieved, by complementing existing modes of engagement and translating that into an integrated employee/management focused technology platform.