NAME-SAJIT KADAM ROLL.NO=21330024406

1. **Triumph Motorcycles Ltd**

**1)Which technology is used?**

ERP implementation, Infro was the chosen partner by Triumph Motorcycles Ltd

Lets get some knowledge about ERP (Enterprise resource planning). its a type of a software to help business manage integrate essential parts of their operations.

In easy words it an centralize system of company, bringing together various department and processes under one roof it also tracks realtime data

**2)Before and After story?**

Before adopting Infor ERP, Triumph Motorcycles likely used a mix of older computer systems and manual paperwork to run their business. This means different departments had their own ways of doing things, making it hard to share information and see the big picture. Example for, the sales team might use one system, the finance team another, and the warehouse a completely different method. This made it difficult to track orders, manage inventory, and make informed decisions After Implementing the Infor ERP system likely led to several operational changes for Triumph Motorcycles, including:

The new system made sure everyone followed the same steps. All the company's data was put together in one place, making it easier to find and use. The new computer system could talk to other systems, making things run smoother. he system helped Triumph figure out how much stuff to buy and make Faster money stuff: Handling money became quicker and easier.

**3.what are the strategies they used?**

Triumph Motorcycles Ltd adopted a phased rollout strategy for their ERP implementation. A phased rollout strategy is a methodical approach to implementing a new system, such as an ERP, within an organization. Instead of a sudden, company-wide implementation, it involves introducing the system in stages, focusing on specific departments or business functions. Key Characteristics of a Phased Rollout Incremental Implementation: The system is introduced in phases, allowing for gradual adaptation and learning. Focus on Each phase targets a particular department or business process. Lessons learned from earlier phases are applied to subsequent ones. By implementing in stages, potential issues can be identified and addressed before a full-scale rollout.

**4.Challenges which they faced?**

Imagine trying to fit all the pieces of a giant puzzle together. That's kind of what it's like to put in a new ERP system.

Here are the biggest challenges: Getting all the company's information from different places and making it clean and accurate for the new system is tough. Getting everyone to like and use the new system can be hard, especially if they like the old way of doing things. Deciding exactly how the new system should work for your company can be tricky. Making sure the project stays on time and within budget is like trying to juggle while riding a bike. Figuring out the best way to do things with the new system and getting everyone to follow the new rules can be a headache. These are just some of the big hurdles companies face when trying to put in a new ERP system.

**5. why are businesses are moving toward a digital transformation ?**

Because it enhanced efficiency of company everything work on automation and productivity, also improved customer experience ,it is also because today market everyone want competitive edge over its competitor ,also because everything is data driven so decision taken on that term it saves cost as well ,company can scale its business beyond its reach through digital transformation



1. Nike

**1).Which Technology is used?**

Rhino 3D, its is a computer software that allows designers to create 3D models. Think of it as digital clay that you can mould into any shape imaginable Nike was the first company to adopted Rhino 3D for its design processes.

**2.Before and After Story**

Before this technology Nike, like many other industries, relied heavily on manual methods and analog tools for design and development. This manual process was time-consuming and resource-intensive. It required skilled craftsmen and artisans to bring designs to life. While it allowed for a high degree of tactile interaction with the product, it also limited the speed and efficiency of the design process

After this technology , The adoption of Rhino 3D marked a significant leap forward for Nike's design process. It enabled a level of precision, efficiency, and creativity previously unattainable. However, the journey didn't stop there With Rhino 3D, Nike could repeat on designs much faster, reducing time-to-market for new products Designers could share digital models seamlessly, improving collaboration within teams and across departments. By optimizing designs and reducing physical prototypes, Nike achieved cost savings.

**3)What are the Strategies they used?**

Nike’s decision to incorporate Rhino 3D into its design process was a strategic move aligned with its focus on innovation and efficiency. The company likely researched various 3D modeling software options, comparing features, cost, and compatibility with existing systems. Rhino 3D, with its flexibility and precision, emerged as a strong contender. To minimize risks, Nike probably started by using Rhino 3D in a specific design team or for particular projects, Investing in training programs for designers and engineers to effectively utilize the software's capabilities. Regularly assessing the software’s performance and exploring opportunities for optimization and expansion, This strategic approach has positioned Nike as a leader in footwear innovation.

**4)Challenges which they faced**

One of the biggest challenges was to Training employees to effectively use the software required time and resources. Managing large amounts of 3D data efficiently was a challenge. Overcoming resistance to change and encouraging employees to embrace the new technology was crucial. By carefully planning and executing the implementation, they were able to successfully integrate the software into their design process.

**5)Why are businesses moving towards a digital transformation**

Businesses are changing the way they work by using computers and the internet. This helps them do things faster, better, and cheaper. It also lets them talk to customers in new ways and learn what they like. So, to stay in business and be successful, companies need to use computers to help them work smarter.

1. Indigo Airlines

**1. Which Technology is used?**

AI chatbot ,Indigo Airlines introduced its AI Chatbot, 6Eskai, in November 2023. This chatbot can help customers with tasks like booking tickets, answering questions, and even making conversations more fun.

**2.Before and After Story**

Before IndiGo introduced its AI chatbot, 6Eskai, in November 2023, customers primarily relied on Call centre’s, online booking portals Airport counters and email support. While these channels were functional, they often involved longer wait times, limited availability, and restricted interaction capabilities compared to a chatbot. After introducing the AI chatbot, 6Eskai, IndiGo has seen significant improvements in customer service Faster response times, Improved customer satisfaction,24/7 availability and Enhanced booking experience, Overall, the introduction of 6Eskai has streamlined the customer journey and elevated IndiGo's customer service experience.

**3.What are the Strategies they used?**

First, they figured out what customers wanted help with. Then, they made sure 6Eskai could understand and answer those questions.Next, they taught their employees how to use 6Eskai to help customers. They also made sure 6Eskai could work well with IndiGo’s other computer systems. Finally, they told people about 6Eskai so they would know to use it. This helped IndiGo make it easier for customers to get help and book flights.

**4.Challenges which they faced**

IndiGo had some problems when they first used the computer helper, It was hard to teach the computer to understand everything people asked.

Sometimes, the computer helper made mistakes. People were scared to use the computer instead of talking to a real person. It was hard to keep people’s information safe when using the computer. Deciding when to use the computer helper and when to use a real person was tricky.

**5. Why are businesses moving towards a digital transformation?**

Businesses are changing the way they work because, People like to use computers and phones, Customers want to do things quickly and easily. Computers can do things faster, Businesses can work quicker and make less mistakes. Computers can help businesses understand what people want. If businesses don’t use computers, they might fall behind their competitors. So, to be successful, businesses need to use computers to help them work better