

Case Study

Lakozy Toyota

Lakozy Toyota automates business processes with ProcessMaker to save time and money

Colosa gold partner Bista Solutions implements ProcessMaker workflow and Business Process Management (BPM) solution at Lakozy Toyota, saving the Mumbai auto dealership time and money



Lakozy Toyota, a top automotive dealer based in Mumbai, implemented Colosa's open source business process management (BPM) software, ProcessMaker, for visibility and control over its core management and administrative processes.

ProcessMaker is a web-based BPM suite that allows businesses to manage and automate everyday operational processes. It uses tools to create forms and documents, assign roles, create rules and map individual processes with ease and speed.

ProcessMaker has increased efficiency of processes across its HR, Admin, and Sales and Service divisions.

Lakozy Toyota worked with Colosa gold partner Bista Solutions. Bista Solutions demonstrated ProcessMaker to Lakozy Toyota's management team, which was impressed by the capabilities, features and flexibility of the software.

Amar Pawar, COO for Lakozy Toyota, explained: "From working with Toyota Japan, I have a good knowledge and understanding of business process management. I knew that Lakozy Toyota needed a solution that was easy-to use, painless to implement, and would automate everyday processes, increase transparency and reduce reliance on paper-based trails and processes. Bista Solutions has been the perfect support and implementation partner, working with us to deconstruct and understand the processes behind our business and then to implement the first phases of ProcessMaker and to ensure we have a roadmap for how we can further its support of business processes across departments and our business."

"We couldn't recommend Bista Solutions and ProcessMaker highly enough – together they have changed our fundamental business structure and have put us in a position where it will not limit our growth."

*Sanjay Mishra,
Asst General Manager
Lakozy Toyota*

Colosa Partner:

Bista Solutions

Customer:



Lakozy Toyota

Sector:

Automotive

Processes Improved:

With ProcessMaker Lakozy Toyota has automated key departments including:

- HR - Leave requests and timekeeping forms
- Admin - Requisition
- Sales - Invoicing, cancellations and refunds
- Accounts - Advances, petty cash, and settlements

To date, Lakozy Toyota has automated a number of key departments and processes with ProcessMaker including: HR (leave requests, timekeeping forms); admin (requisition); sales (invoice cancellation and refunds); and accounts (petty cash, advances and settlements). ProcessMaker has also been used to send SMS notifications to sales and service managers for urgent processes requiring approval. These are flagged and handled immediately, allowing Lakozy Toyota to ensure it handles sales and customer requests as they arise.

Working with Bista Solutions, Lakozy Toyota now plans to expand modeling and automation with ProcessMaker to include all core processes.

Sanjay Mishra, Asst General Manager, of Lakozy Toyota, said: "Our business is strong and growing, so we needed a solution that could capture our existing processes as well as providing us with a strong foundation for growth. It's important that companies understand the value that business process management can bring in terms of clarity of processes, efficiency and reducing the volume of paperwork."

He concluded: "We couldn't recommend Bista Solutions and ProcessMaker highly enough – together they have changed our fundamental business structure and have put us in a position where it will not limit our growth."

Faisal Basar, CTO of Bista Solutions, said: "We have a strong partnership with Lakozy Toyota. It has a vision of what it wants from its operations in order to grow its business, understand the benefits of workflow and BPM and open up to collaboration throughout the implementation. ProcessMaker is flexible, customizable and designed with the small and medium business user in mind – we look forward to playing a part in supporting Lakozy Toyota as it grows."

About Bista Solutions

Bista Solutions is Gold partner of Colosa, offering business-ready open source based solutions and services for businesses of all sizes. It provides expert integration, customization, deployment, testing and continuous support.

For more information visit www.bistasolutions.com

About Colosa/ProcessMaker

Colosa is a developer of open source business process management (BPM) solutions that enable companies to automate approval-based workflow processes. The company's flagship product, ProcessMaker[®], is available as a free open source application. Customers can purchase ProcessMaker's Enterprise support plan which includes SLAs, IP indemnification, upgrade support and more. It is web-based and lets users create and share workflows and custom forms, route processes, and improve management control.

ProcessMaker OSS is available for download at <http://www.processmaker.com/download-processmaker/>.

For more information visit www.processmaker.com

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