



Dear Javin,

It gives me great pleasure to write this note to you. We engaged Syncore Group consultants to design and implement a web based tool for distribution planning in the domestic business of Cipla; as well as a tool for raw material priority for purchase. The objectives of both the systems were:

1. To ensure almost 100% availability of material – whether finished goods to the depots or raw material to the plants (keeping in mind all factors, like seasonality, bonus products, etc.)
2. To ensure that the overall inventory levels in the company are gradually controlled, so as to drive operational efficiencies in the entire system

The dedication and commitment towards 'execution' demonstrated by the Syncore team is commendable. The two teams from Cipla and Syncore worked together well and implemented the solutions in a short time: the replenishment software engine together with the material priority system for purchase. The new tools together with the new top management focus on operational efficiencies brought about a change in our processes. Aided by the online application and your continuous handholding to the team, we have been able to achieve significant business benefits:

1. Complete visibility of the inventory and across locations for finished products and raw materials.
2. In last 3 months we are stabilizing these applications and we see significant improvements in distribution and materials management.

We are now planning to make the use of the online tool as the only way for planning and distribution in the domestic markets. We look forward to our continued working partnership and wish your team the very best.

Sincerely

Mr. Vilas Dholye
Head Supply Chain, CIPLA Ltd.