

Unilever Case Study

Unilever brands are trusted everywhere and, by listening to the people who buy them, Unilever have grown into one of the world's most successful consumer goods companies. In fact, 150 million times a day, someone somewhere chooses a Unilever product.



Project

KPIT Cummins Infosystems Ltd. has been carrying out software development for Unilever, across various regions, over the past decade. To meet further requirement and to cater Unilever in every possible field of service, they are also assisting Unilever in developing process and training based documentation. They also required documentation related assistance in obtaining Sarbanes Oxley certification.

This is where Technowrites came in; we were asked by KPIT to depute our author onsite at the Unilever's to carry-out the required documentation.

Tools Used

Microsoft Word, Microsoft PowerPoint, Microsoft Excel, Visio, WebEx, Full Shot, Adobe Acrobat Converter, Lotus Notes, various documentation archiving and maintenance systems developed in-house.

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Projects Completed

The technical author placed onsite was responsible to develop various types of documentation including:

- **Sarbanes Oxley Tool**

The technical author has now been assigned, as a dedicated resource, to a new project involved in developing a tool for automating the process of auditing the Financial Reporting System.

- **Sarbanes Oxley Assessment**

The author was required to assess a set of processes used to develop Master Relational Database, based on the expertise obtained by the author over the past one year.

- **Progress Reports**

The author was required to assess the performance of the development team over an identified period of months and develop a detailed progress report, commenting on the performance level and goals achieved by the team.

- **Usability Testing**

Unilever has developed an Electronic Stock Options system to enable its employees to purchase and vest in Unilever shares online. The technical author was involved in testing the development related documentation to trace any discrepancies and irregularities between the actual system and the documentation and tracing the implementation of the raised Change Requests.

The author was also required to assess the documents, based on the expertise gained by the technical author in the area of Sarbanes Oxley and Information Technology Infrastructure Library (ITIL) documentation.

- **Induction Manuals**

The author was required to develop induction manuals to assist new joiners to familiarize with the organization and the overall IT department.

- **Process Documentation for SOX and ITIL compliance**

Due the Sarbanes Oxley Legislation passed by the US government, Unilever is required to document and audit there Financial Reporting system, and the process used to develop the same.

Unilever is also going under a huge organizational restructuring. As a result, Software Support and Development processes carried out across all the regions are being standardized as per the BSI and ITIL specifications.

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Challenges

The challenges faced were:

- Sending the writer to work in UK for long duration of time.
- Adapting and getting accustomed to the working styles followed in Unilever UK.
- Acquiring knowledge and expertise about Sarbanes Oxley and ITIL.
- Obtaining a thorough understanding of Unilever's huge and complex Financial Reporting System and Support Services.

Solution

To meet all the above-mentioned challenges Technowrites performed a thorough research using the information available within and outside Unilever. It also involved being subject to a sharp learning curve to obtain the extra skills and training required to familiarize with the Financial Management System. With the help of the valuable experience gained in past, these tasks proved to be simpler.

It is important to note that Unilever had first signed a 3 months contract. It then extended the contract to 6 months and then extended it by another 12 months.

Our author received individual performance award at the hands of the director of KPIT Cummins Infosystems Limited for her outstanding performance.

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