

Professional services firm develops strategic plan for IT initiative and process improvement initiative

SITUATION OVERVIEW

This multi-billion dollar professional services company was using various, disparate software applications across its worldwide operations. Many of its core business processes were not utilized globally, and dual/triple entry was demonstrated at various sites and in various functional areas.

More specifically, the company was struggling with:

- Outdated legacy systems
- Exponential organic and M&A growth
- Siloed ERP systems and operations
- Nonconforming global business processes
- Manual business processes



OUR APPROACH

- Defined current pain points and opportunities for improvement
- Developed an organizational readiness assessment to identify potential barriers to change
- Conducted organizational change management and communication needs analysis and activities
- Evaluated technical infrastructure and produced a three- to five-year IT strategy and roadmap to complement the overarching system strategy



THE OUTCOME

- Identified operational savings opportunities of 29-percent of total labor costs
- Identified the opportunity for more than \$2 million in annual operating and capital cost savings following implementation