

Operational Process Efficiency Improvement for a Leading ERP Software Provider

Operational efficiency analysis

Industry best practices

Cohort & scenario analysis

To-be state recommendation

CLIENT CHALLENGES

- The client, a leading provider of enterprise software applications and related professional services, wanted to migrate from an onpremise ERP service provider to a cloudbased ERP provider
- To achieve this objective, the client wanted to understand the key restructuring requirements, while simultaneously improving its operational efficiencies and maintaining quality

OUR APPROACH

- Acuity Knowledge Partners conducted a study in three phases:
 - Carried out an in-depth operational efficiency analysis based on a study on lead time and process time
 - Studied lean processes/best practices followed in the cloud based industry; identified the gaps and leakage areas present in the current process; and redefined processes to minimize cost structure
 - Recommended processes (“To-be state”) and initiatives that were less complex and reduced cycle time and costs; also setup new KPIs (cloud specific) and metrics to track performances; Conducted an in-depth scenario analysis to understand the financial implications of the selected alternatives

IMPACT DELIVERED

- Enabled the company to strategize its efforts and transform into a full-fledged cloud based ERP provider (Vision 2020 - “To-be state”)
- Helped the company to understand key gaps (on premise vs. cloud based) in its product, process, and people, and a way to address these gaps
- The company incorporated industry best practices and streamlined its current processes with a target to improve operational efficiencies from the current ~15% (2015) to 35-45% (2020)

About Acuity Knowledge Partners

Acuity Knowledge Partners is a leading provider of high-value research, analytics and business intelligence to the financial services sector. The company supports over 350+ financial institutions and consulting companies through a team of over 3,000+ subject matter experts who work as an extension of the clients' teams based out of various global delivery centres.

We empower our clients to drive revenues higher. We innovate using our proprietary technology and automation solutions. We enable our clients to transform their operating model and cost base.

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