

# Operational Process Efficiency Improvement

## 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 cloud-based 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 set-up 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, formerly part of Moody’s Corporation, is a leading provider of bespoke research, analytics, staffing and technology solutions to the financial services sector.

Headquartered in London, Acuity Knowledge Partners has nearly two decades of transformation experience in servicing over 300 clients with a specialist workforce of over 2,500 analysts and delivery experts across its global delivery network.

We provide our clients with unique assistance not only to innovate, implement transformation programmes and increase operational efficiency, but also to manage costs and improve their top lines.

These services are supported by our proprietary suite of Business Excellence and Automation Tools (BEAT) that offer domain-specific contextual technology.

Acuity Knowledge Partners is assisted by Equistone Partners Europe, a leading private equity organisation that backs specialist growth businesses and management teams.