Case Study| Centralizing Back Office Functions

Situation

An organization had acquired companies over 10 years but never integrated processes and systems. To prepare the company for significant growth a centralized platform was necessary. Due to the acquisition phase the firm had been it most functions tracked their operation in different systems and on spreadsheets. Additionally, varying teams and leads worked in silos which added complexity to the situation.

Solution

SolomonEdwards helped to develop system and business requirements aligned with the company's IT strategy and business needs. We led the program management effort from beginning to end. It included:
- Ensuring that stakeholders were engaged at the right levels across the organization;
- Validating the business requirements and encouraging looking at the future state as an opportunity to improve

- Identifying and engaging with potential vendors
- Conducting gap analysis and reviewing process change needs
- Managing selection process
- Leading process redesign effort
- Continuous Change Management to facilitate the change with different stakeholder groups throughout the system implementation.

Results

The organization was able to reduce the number of systems from 17 to 10 which allowed real time visibility into the operation of the entire organization. Collaboration between team was now enabled and the organization was positioned to scale. Additionally, best practices were captured and implemented for continuous improvement.

INDUSTRY:
Services

SERVICES:

Business Transformation

System Selection

Program & Project Management

Change Management