

Optimized Operations Approach Enabling a Global Expansion Strategy



Background

The client is a High Tech Manufacturer, and the firm was facing higher than average tax and production expenses. There were inefficiencies in customer ordering and service processes due to geographical differences. The organization adopted a global expansion strategy that required transition from their current way of functioning to a more optimized state that could lead to streamlined processes and create valuable customer experience. To address these challenges, Trianz was engaged to reengineer the processes and implement solutions based on new corporate entity structures and relationships.



Challenges

The main challenges in executing this project for the client were the following:

- ▶ Short change management cycle across organization to implement changed corporate strategy and operations to improve margins and increase customer service
- ▶ Complex business processes that spanned customer service and support, manufacturing, and finance
- ▶ Time-critical initiative with no room for slippage



Business Execution Approach

Trianz conducted an end-to-end evaluation of client's current systems and identified gaps for achieving the desired state. A cross-functional team of application and business professionals spanning finance, tax, operations, and legal business areas was formed to address the need.

Subject matter experts partnered with the client to design and implement a new enterprise model and automate intercompany processing between operating units. Rapid implementation with minimized testing cycles was conducted to meet the critical timeline. All existing customer-facing documents were modified for the new corporate entity. Internal processes were reengineered within an aggressive timeline of 16 weeks to support the new global distribution model.



Technology

Oracle Financials, Manufacturing, and Order Management footprint and functionality



Successful Business Results

Trianz achieved the following business results for the client:

- ▶ New operationalized corporate structure with redesigned sales, support, and distribution processes
- ▶ Realization of cost savings within the current fiscal year
- ▶ Improved customer service and contact with primarily overseas customer base
- ▶ Streamlined consolidation and elimination processes

About Trianz

Trianz is a dynamic and fast growing firm that helps leaders in client organizations formulate and execute operational strategies to achieve business results from a senior management perspective. With a focus on Business Digitization, Analytics, Cloud Enterprise, Mobility and Cloud Infrastructure, we bring the best of consulting and technology experiences, execution models, and IP to deliver consistent success to clients. With offices in Silicon Valley, Washington DC Metro, New York, Bangalore, Chennai, Hyderabad, and the UAE, Trianz serves a wide range of clients from *Fortune* 1000 to emerging companies in high tech, insurance, financial services, retail, life sciences, public sector and logistics industries.