

## Reengineering Processes to Shift the Business Model for Revenue Growth



### Background

The client is in Wireless Data Transfer and Services Industry. In today's technology landscape there is a need to move and reconcile data across diverse systems to provide unparalleled customer experience. Organizations aim to meet this need by creating reusable data transfer services that can be leveraged by applications and users across the enterprise. Outdated and fragmented core Order-to-Cash (OTC) and service contract management functions led to huge impact on revenue. The client was struggling with the basic functions as developing, migrating and transforming data across various file formats. To meet these challenges, Trianz was engaged to build a business model which was software/ license driven and realign it to the business strategies.



### Challenges

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

- ▶ Compliance with SOX guidelines from the inception was missing, therefore, within a limited timeline, processes were to be streamlined to adhere to the guidelines before becoming a public company
- ▶ Heavily customized Oracle applications environment
- ▶ No existing business analytics and scalable processes to support the growth



### Business Execution Approach

Trianz conducted a detailed study of end-to-end of current state and identified all the gaps for transition to the desired state. A team of Analysts, SME and Developers was formed to meet the requirements of the client. A nine month executable improvement roadmap was developed. Once the roadmap was built, processes were re-engineered and streamlined to align to the new business model. Some of the common processes re-engineered were for Record-to-Report, Sales-to-Cash, Procure-to-Pay and Customer Care. Applications were upgraded and reconfigured to Oracle 11.5.9 to support the changing model focusing more on the higher customer satisfaction.



## Technology

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Oracle 11i, SAP, Siebel



## Successful Business Results

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Trianz achieved the following results for the client:

- ▶ Increased Order Fulfillment and Billing efficiencies were noted after the applications were upgraded and reconfigured
- ▶ Financial close cycles were shortened and higher revenue growth was observed
- ▶ Effective and meaningful reporting as a result of new business mode

### 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.