System Transformation
Case Study

Background

Our client struggled with disconnected systems and inefficient processes, which hindered growth, disrupted operations, and impacted performance. S+H Consulting leveraged its expertise to select third-party software, design future-state lead-to-cash operating models, and provide implementation support and resources.

Objectives

+ Design a cutting-edge target operating model
+ Optimize workflows to minimize errors and enable staff to focus on strategic priorities
+ Lead user acceptance training for seamless adoption
+ Integrate data across platforms to create a single, trusted source of truth

Solutions

+ Mapped current and future state processes, assessing functional requirements and workflow gaps
+ Identified bottlenecks in the future state and deployed automation tools to streamline repetitive tasks
+ Collaborated with the client to develop a system integration and automation plan aligned with future-state KPIs
+ Implemented APIs and custom middleware to integrate systems, ensuring seamless data flow and compatibility

Consumer Services
INDUSTRY

4,000
EMPLOYEES

$1B
ANNUAL REVENUE

Streamlined systems and processes by designing a future-state model, automating workflows, and synchronizing data.

S+H CONSULTING