

COMPANY OVERVIEW

Company specializes in artificial intelligence (AI) solutions that enhance customer interactions and decision - making processes. The company serves various industries, including Information Technology and Services, Healthcare, Banking, and Telecommunications.



BUSINESS PROCESS OVERVIEW

Consulting and System Integration partner for implementing HRMS, CRM, and Accounting systems across multiple countries, integrating modules, and providing training and support to ensure efficient, phased implementation.

ENGAGEMENT HIGHLIGHTS

- Industry : Professional Services
- Users : 20
- Project Duration : 3 to 4 months
- Leading Practices : Finance & Accounting, Order to Cash,
- Procure to Pay, Bank Integration, Sales Life cycle, Employee Management Life cycle
- Future Roadmap : Fixed Assets, Project Management

CHALLENGES

- Establishment of a new multinational organization
- Expedited implementation of an ERP system
- Management of daily operations
- Coordination among multiple departments across various countries
- Operation in multiple currencies
- Each country is recognized as a separate legal entity
- Development and implementation of systems from the ground up, ensuring compliance with local regulations

SOLUTIONS

- Implemented a comprehensive accounting and financial system across the parent company and its subsidiaries.
- Achieved full automation of bank integration to facilitate seamless payment processing within the system.
- Executed the rollout of multi-country and multi-currency accounting books, incorporating regional localization and providing a consolidated view of financials.
- Developed a system to effectively capture opportunities across multiple sales channels.
- Introduced an opportunity life cycle framework, complemented by a customized sales pipeline.
- Produced tailored reports and dashboards to monitor the sales pipeline across various sales channels.

BENEFITS

- Enables seamless data transition across prospects, accounts, and opportunities.
- Consolidates data for all legal entities across various countries, providing a unified view.
- Integrates all business functions into a single interface for enhanced accessibility.
- Streamlines business processes to minimize manual effort and reduce errors.
- Delivers actionable insights and comprehensive reports to support informed decision-making.
- Customizable to meet specific business requirements through flexible configurations and add-ons.
- Effectively manages multi-currency, multi-language, and multi-subsidiary operations, making it ideal for global enterprises.

