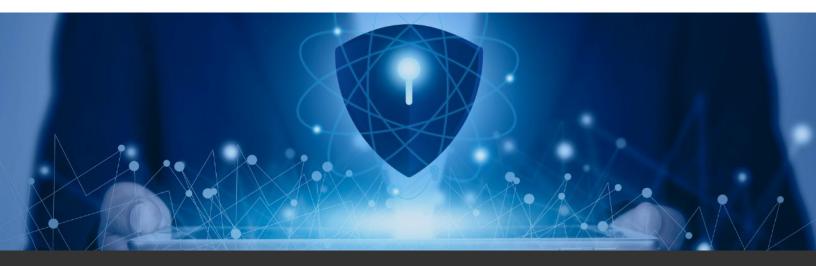


# **CLIENT CASE STUDY**

# **DIGITAL TRANSFORMATION**

Consulting • Digital Transformation • Staff Augmentation • Training



## LEADING CYBER SECURITY FIRM OFFERING PRODUCTS AND SERVICES TO THE FEDERAL GOVERNMENT



### **KEY HIGHLIGHTS**

**Industry** - Cyber Security

**Project Duration -**Phase I - Four months Phase II - Five months



- Order-to-Cash
- Purchase to Pay
- **Service Contracts** Delivery



#### SERVICE OFFERING

Digital Transformation -Optimization of the Zoho One Suite (CRM, Books, Creator and Sign) **Process Streamlining** 

## CHALLENGES / REOUIREMENT

- Inadequate utilization of the Zoho One Suite
- Excessive manual intervention across workflows
- Limited visibility to the order-to-cash and purchase to pay processes
- Lack of a reporting dashboard
- Lack of a project tracking mechanism for service contracts

## **OUR SOLUTION OFFERING**

- Process streamlining of key workflows to remove manual intervention, redundancy in operations to garner efficiency
- Developed a Custom Module for Order Management providing complete visibility from order-to-cash
- Designed an Effective Project Management mechanism enabling real time project tracking and resource allocation
- Development of a Vendor Management module providing visibility to the purchase to pay cycle for products and service contracts
- Developed a custom module for calculation and tracking of commission for all orders and service contracts
- Development of MIS dashboard in Zoho Books to assess key performance metrics

### **IMPACT**

- Standardized process flows across key operations
- Enhancement of Zoho Modules for adequate information capture, and institution of control
- Established clear channels of monitoring the product and service lines of business through utilization of Zoho modules
- Assessment of key metrics on by use of the MIS Dashboard