![IT Convergence logo — EXPERIENCE the power of results]

A GLOBAL BUSINESS PROCESS OUTSOURCING COMPANY PREPARES WITH IT CONVERGENCE ASSESSMENT

AND ENGAGES IN ADDITIONAL CONSULTING SERVICES

CUSTOMER PROFILE

HQ
Englewood, Colorado, US

INDUSTRY
Technology and Services

EMPLOYEES
60,000

ITC SERVICES
- Consulting
- Solution Assessment
- Training

APPLICATIONS & TECHNOLOGIES
- HRMS
- Integrated Suite of Business Apps

INTRODUCTION

Our client is a global business process outsourcing company that specializes in critical support processes, such as direct sales and marketing, training, recruiting, payroll administration and complex customer management. By performing outsourced office tasks, the client helps companies focus on their primary strategies. The client is headquartered in Englewood, Colorado and maintains 18 locations worldwide.

CHALLENGES

- Analyze whether to upgrade or reimplement their integrated suite of solutions.
- Perform an estimate of the hours, costs, and skills needed to move to a newer version of their integrated suite of solutions.
- Improve reporting capabilities.

SOLUTION

- IT Convergence performed an assessment for the client to educate the company on the key benefits of more accurate reporting, optimized travel, expense management and compliance issues.
- With the help of IT Convergence, the client identified the benefits they would deliver and gain by upgrading their environment.
- IT Convergence delivered Delta training to the client, giving the company a strategic roadmap to their new solution.
- IT Convergence performed consulting services, which included generating project management plans and conducting an assessment of finance and human capital.

RESULTS

- Identified areas of greatest potential benefit from an environment upgrade.
- Understood improvement areas within its integrated suite of solutions.
- Developed a plan to minimize ongoing costs.

ITC ADVANTAGE

- Expertise in Delta training and strategic roadmapping
- Advanced capabilities and experience in executing similar projects