

Impact Group Strategic Success Story

QUOTE TO CASH SOLUTION

Impact Group helped a large regulated business communications firm develop a quote to cash solution to monetize and implement a new go-to-market strategy for a strategic business solution.

BUSINESS DRIVER

A large regulated business communications firm was planning to improve the sales quoting and provisioning processes for the next release of its platform. The current processes occurred across multiple, disparate systems, using highly manual processes that had suboptimal cycle times. The company also wanted to enhance the business rules for quoting and to implement a new go-to-market strategy that focused on subscription-oriented sales. Finally, they wanted to create a 360-degree view of customer information. Automating and optimizing the Quote-to-Cash process and supporting systems process was defined as the complete set of operations required to turn a potential sale into financial gain.

APPROACH

Impact Group served as Program Manager for the Quote to Cash Program, which implemented a new subscription billing and invoicing platform, workflow and systems. Prior to initiating the Program, key business resources defined requirements, vetted software vendors and performed Proof of Concepts.

The ultimate objective was to transform processes by automating manual operations based on business rules utilizing best of breed cloud based technology solutions.

The technology solution included: Oracle Financials for AR and revenue recognition; a cloud-based CPQ (Configure, Price, Quote) module, CRM and Service Cloud module for incident management; a new cloud-based invoicing system; and a leading cloud-based integration tool; the client's custom Master Data Repository (MDR); and a best-of-breed cloud-based Sales Tax Module.

RESULTS

The Quote to Cash Program aligned cross-functional initiatives and teams to implement a monetization platform to support the new go to market strategy. The newly integrated platform improved and standardized processes, reduced costs, improved cycle time and cash flow, and raised revenue while building a solid platform solution for future growth.

ABOUT

Impact Group's Strategic Services Practice is an IT and management consulting firm dedicated to delivering customer-focused, high-value, world class solutions. We help clients improve their business results through Strategy and Assessments engagements provided by highly experienced program / project management and subject matter expert consultants.

