



USE CASE

Risk and inefficiencies

USE CASE: GBS / professional services

Challenge

IMPROVING OPERATIONAL TRANSPARENCY IN SILOED FUNCTIONS

A Big Four professional service firm was a long-time proponent of global business services, with its own GBS advisory team. It wanted to improve operational transparencies in its GBS engagement management teams. The tax function in which these teams sat consisted of 17 different processes and 250 users across 5 geographies operating in silos, creating unnecessary risk and inefficiencies. The firm wanted to address all these pain points without extensive changes to its standard operating procedure.

Solution

INTEGRATED TRANSPARENCY

Using Enate's platform gave the division a unified view of operations, keeping all stakeholders in the loop. The platform's lite workflow, BPM, and work management approach meant it integrated with existing legacy frameworks. As such, the firm could resolve all its problems and improve end-to-end transparency, all without compromising its existing systems.

Impact

FASTER, EASIER AND CONTINUALLY IMPROVING RESULTS

The results were streamlined operations that resulted in 15%-20% quicker turnaround times and an 18%-20% reduction in effort needed to deliver the right services for the wider business. In addition, the firm has found immense benefit from factual reporting and readily available management information, with clear data to deliver continuous improvement goals.

See how Enate can help your organisation in a [live demo](#). [Book here](#).