

Delivering adoption of a Digital in Finance system for a rapidly growing high-tech start-up

Client:

A digital SaaS start-up that recently reached unicorn status, pioneering in its field of simplifying user experiences and eliminating user confusion.

Our role:

Our initial scope with this organization was to perform a finance transformation, through a new ERP system. Their existing spreadsheet-heavy based method led to a sense of limited control. With inefficient processes, partial audit trails and difficult integrations.

Our solution set out to improve complex revenue recognition activities, while also achieving ASC 606 compliance. As well as streamlining organization-wide procurement processes and automating billing in a scalable manner. Our approach included a move standardized, simplified business processes and online monitoring. Additional factors to consider were many subsidiaries and geographically dispersed users.

Off the back of the NetSuite ERP digital transformation for this client, we were approached to enlarge our support of change management activities. As an expert in Digital Adoption Platforms, the client requested that we be the ones to build out their digital adoption plan and solution as we were the most well acquainted with their new Digital in Finance business processes.

Solution:

The client received an all-encompassing solution from inception and vision stage to delivery and adoption. With training time shortened, they also witnessed desired results with a reduction in errors on submitted forms. An uplift in report accuracy and increased productivity due to time saved. Supporting them with the right financial tools and the usage of them, to continue growing their business.

"We had super tight deadlines on top of working under very exceptional circumstances. We worked in a very Agile and collaborative manner, and all of us can be proud of the achievement."