

## **Company: Provider of Services to Financial Institutions**

### **Overview / Problem Statement**

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A family run company that had been in business since the 1970's with over 2500 customers was acquired with the eye to grow the business from \$2m to \$20m per year within 2 years. The current core systems had been in place for many years and could not scale to support the projected growth.

### **Solution**

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Over 6-month period a comprehensive search was performed that provided for a single integrated system to handle all aspects of the business from financial accounting, to human resource management, to inventory.

The solution was identified and successfully implemented over the next 3 months.

### **Benefits**

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#### Discipline

More discipline than the employees had been used to was required in the new system. This resulted in tighter inventory control and 3% less loss of inventory. Also there is more accurate data about the contracts with customers and that results in new business opportunities

#### Productivity

Utilizing the new system, the call center agent productivity increased by two-fold.

#### Improved Inventory Control

By utilizing the features of the new system, the company can optimize the inventory resulting in much higher inventory turns.

#### Regulatory

Proven to meet the requirements for safety and soundness, the clients and the bank examiners were satisfied with the results and used it as a de-facto standard for future examinations of financial institution service providers.

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### The Future

The company reached the revenue growth target in the two years and continues to grow each and every year since with no change to the system.