

“ **25% Increase in Quarterly Revenue of a Leading Healthcare Solution Provider by Revolutionizing Order Management** ”



VALUE DELIVERED

25% improvement in quarterly revenue recognition first year onwards

50% reduction in rework

Average improvement in end-to-end order SLAs by **2 weeks**

One single system for **Sales Representatives** (SFDC – Pega Extender)

BUSINESS CHALLENGES



- No end-to-end order visibility
- Manual intervention within the process
- Multiple systems for data collection
- Missing revenue recognition towards end of quarter
- Late or incomplete shipments
- Lack of communication to manage expectations
- Re-work for Customer, Sales, Operations, and Supply Chain

SOLUTION



- Reduced one-off tools and email/phone communication for order status
- Real-time integration with order management applications
- Individual dashboards on order visibility for every role
- Shortage and risk management made easy
- Alerts framework for real-time notifications on order status
- Sales reports for leadership