

Case Study

Enabling focus on key strategic objectives, by shifting to an efficient and effective operating model and achieved unprecedented cost savings

Sustainable savings are the need of the hour during these vacillating economic times. The big question – How do I positively Impact the bottom line.

- Without compromising on Customer Service Levels
- And maintain Operational Performance Levels
- And enable scalability for taking on additional challenges

At Integrative Systems, we have helped businesses attain their strategic goals of increasing their profit margins – and our clients have often banked on our proprietary Integrated Sourcing Model to create a cost-effective foundation for growth and acquisitions.



About the Client

The client has been a trusted partner to Pre-K and K-12 schools, districts, and college campuses for more than 140 years, taking care of the critical details that make it easier for schools to run, teachers to teach and students to learn. The client has been taking care of the critical details that make it easier for schools to run, teachers to teach and students to learn.



Business Challenge

As a 2.4 Billion Dollar retail company, our client had 1200 stores operating globally. Our client partnered with us to address some of the following challenges they faced:

- They faced inconsistencies in their business processes
- Their middle management struggled with achieving strategic objectives posed by senior management
- Their Product and Service lifecycles bore the brunt of loose ends
- They witnessed dormant performances due to reduced focus on innovation
- The need to improve customer experiences often took the backseat amid other strategic issues

The above challenges faced by the client necessitated the need for reliable strategic sourcing solutions.



Integrative Systems Solution

As discrepancies crept into their processes, the client lost track of why they did what they were doing. Partnering with Integrative Systems, the client implemented positive transformative changes in their back office operations. A streamlined and organized approach simplified most of their processes and brought down the inconsistencies in processes to an all-time low.

By bringing in stronger strategic processes to bear in every aspect of the back office operations, we did the following;

- Best practices were Identified, mapped and clearly communicated
- Workloads were forecasted based on past data and future expectations
- Staffing levels were aligned to forecasts – both onsite and offsite
- Performance metrics were clearly defined, understood and accessible to everyone
- Technology interfaces were developed and implemented

And, this allowed our client to:

- To focus on key strategic goals
- Reduce cost of delivery of services
- Improve customer satisfaction

Our technical team designed effective interfaces for the client, enabling them to address various challenges with a robust interface. We deep dived into their non-strategic processes and identified the need for 24X7 operations to ensure greater customer satisfaction.

Our client's goal was to create amazing customer experiences, and we helped them realize their goal by strengthening the middle management. We enabled them to focus on additional tasks, handle vendors and other strategic processes.



Benefits

Efforts by Integrative Systems to streamline work processes bore fruit and helped them scale on the resources side. This not only improved their quality standards, but also increased customer satisfaction rates.

We helped the client:

- ☑ Improve customer retention
- ☑ Increase customer acquisition
- ☑ Increase brand value

Integrative Systems played a major role in bringing down the overall costs of the retail giant by 30%, by streamlining the business processes. Most importantly, the cost optimizations and increased efficiencies enabled the implementing of key strategic objectives.



About Integrative Systems

Headquartered in Chicago, IL – Integrative Systems is a 25-year-old software development and back-office services company with our Center of Excellence (COE) in Pune, India. Our mission is to help our customers leverage “Best-in-Class” IT capabilities to drive Innovation and unlock business value – resulting in increased top line revenues and better bottom line profits. Solving technological challenges for our startup clients as well as global enterprises is the essence of our approach when it comes to custom software application development.

We are unique in our ability to implement transformative business solutions through the alignment of company's strategy, objectives, business capabilities, processes and technology stack.

Integrative Systems has broad experience in industries such as software, technology, eCommerce, logistics, retail, education and manufacturing. With our expertise, we have served clients in the revenue range of \$6 billion to \$100 billion – and helped them stay ahead of change.

Disclaimer

Integrative Systems case studies are borne by a confidentiality agreement between Integrative Systems and its client. If you wish to know more about the client, feel free to contact us.