



Global Advertising and Recruiting Organization

Business Need:

Financial Process Improvement & Reengineering

Abstract:

Our client is the online recruitment leader and the leading global career website. It is one of the world's largest recruitment advertising agency networks, Yellow Pages advertising, and direct marketing entities. Headquartered in New York with approximately 4,300 employees in 19 countries this client services more than 90 of the Fortune 100 companies and nearly all of the Fortune 500 companies.

Case Study: Process Reengineering & Transformation

Business Challenge & Client Vision

This client found itself wrestling with several significant process and information technology issues in its Shared Services Finance Center surrounding employee and vendor payments. Issues including data redundancy, multiple manual interfaces, and an antiquated reconciliation and data management process contributed to organizational dissatisfaction with the unit as a whole. Simple activities like processing employee travel expense reports, providing ready access to employee and vendor payments, and information access across multiple business units was proving problematic. Several previous attempts by the organization to tackle this problem resulted in further complicating the information processing environment. Furthermore, information retrieval, complicated by inconsistent multiple definitions and extensive manual intervention, required lengthy lead times, significant effort, and often provided inaccurate results. Oculus Consulting Group was solicited to provide direction and assistance in transforming this client's vision for a seamless and highly efficient employee payment process into a productive reality.

How Oculus Consulting Helped

To meet our client's information needs, our Process Reengineering experts evaluated the existing process and enterprise information architecture in terms of organization, processes, and infrastructure. The reassessment involved designing and implementing a web-based travel expense process encompassing people, process, data and technology. Our assessments included:

- Gathering high-level information needs
- Developing an overview of the current information and technical landscape
- Determining high-value information categories and immediate process opportunities
- Developing a financial business case model to assess costs and benefits
- Creating a high-level roadmap for redesign & implementation of process enhancements

The Measurable Reality

Oculus Consulting Group was instrumental in helping this client with the development and translation of its vision for reducing the effort and cost of processing employee travel expenses reports, from identifying critical processes and establishing project objectives, to monitoring project team accomplishment and redirecting efforts that were contrary to the original scope and vision of the team. New management and financial reporting tools were implemented, financial controls and processes were improved, and the resulting solution was delivered by existing resources controlling the project's constraints on cost and timing.

Our team executed this project, from assessment and reengineering through implementation in just 4 months. Team members were able to balance team objectives with day-to-day responsibilities which saved the company 1,100 hours of anticipated outside assistance. The cost to process an expense report before reengineering exceeded \$25 per report. Utilizing an existing intranet and web-based application, process reengineering efforts reduced the cost of an expense report to less than \$1.50 per report.



Oculus Consulting Group

Transform Your Organization's Vision into Reality™
A Professional Services Organization

Mesa, AZ 85205-6431
www.oculus-consulting.com
facebook: @OculusConsults
Twitter: @OculusConsults
Google+: OculusConsultingGroupLLC

©2004-2019 Oculus Consulting Group. All rights reserved. "Transforming Your Organization's Vision Into Reality" is a registered service mark of Oculus Consulting Group LLC.

Another Example of Transforming an Organization's Vision into Measurable Reality!

To find out how Oculus Consulting can transform your vision into a measurable reality, please call 314.422.6365 or e-mail: oculus.consulting.group.llc@gmail.com.