

**LEADING CYBER SECURITY FIRM OFFERING PRODUCTS AND SERVICES TO THE FEDERAL GOVERNMENT****KEY HIGHLIGHTS****Industry** - Cyber Security**Project Duration** -

Phase I - Four months

Phase II - Five months

**SCOPE OF WORK**

- Order-to-Cash
- Purchase to Pay
- Service Contracts Delivery

**SERVICE OFFERING**

Digital Transformation -
Optimization of the Zoho One Suite (CRM, Books, Creator and Sign)
Process Streamlining

CHALLENGES / REQUIREMENT

- Inadequate utilization of the Zoho One Suite
- Excessive manual intervention across workflows
- Limited visibility to the order-to-cash and purchase to pay processes
- Lack of a reporting dashboard
- Lack of a project tracking mechanism for service contracts

OUR SOLUTION OFFERING

- Process streamlining of key workflows to remove manual intervention, redundancy in operations to garner efficiency
- Developed a Custom Module for Order Management providing complete visibility from order-to-cash
- Designed an Effective Project Management mechanism enabling real time project tracking and resource allocation
- Development of a Vendor Management module providing visibility to the purchase to pay cycle for products and service contracts
- Developed a custom module for calculation and tracking of commission for all orders and service contracts
- Development of MIS dashboard in Zoho Books to assess key performance metrics

IMPACT

- Standardized process flows across key operations
- Enhancement of Zoho Modules for adequate information capture, and institution of control
- Established clear channels of monitoring the product and service lines of business through utilization of Zoho modules
- Assessment of key metrics on by use of the MIS Dashboard