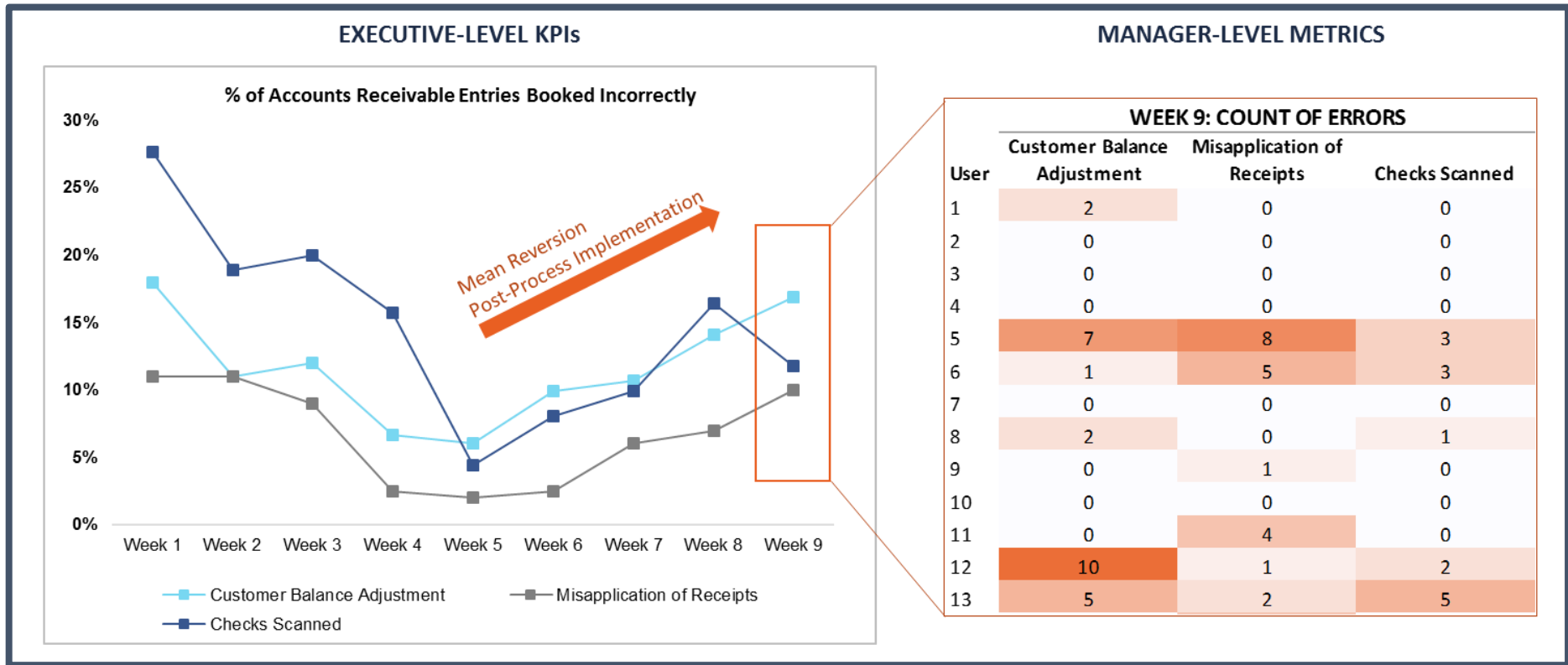


EXCEPTION REPORTING

Unlock the full potential of your ERP to track process exceptions



A client redesigned accounts receivable processes and provided training to employees, but encountered a mean reversion as some employees rejected new processes and returned to old habits.

A granular transaction-level analysis based on an SQL query of ERP user data was conducted to identify step-specific breakdowns in the process. This allowed management to reevaluate process steps and implement targeted training programs.

In addition, the data was rolled up for managers to hold them responsible for training and coaching and for executives to be accountable for project success.

As a result, the client successfully leveraged ERP data and developed reporting aligned to organization roles and responsibilities to reimplement an improved process.

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