# Strategic Analytics Transformation for a management consulting giant

## Quick Summary

CRG Solutions' deployment of a sophisticated analytics suite transformed the firm's approach to managing consultancy and audit operations. This was an impact of advanced data analytics in enhancing operational efficiency, financial performance, and client management within a leading global consulting firm.

## About the Customer

World renowned leading global management consulting firm part of the "Big Four" professional services firms, which provides a wide range of services focused on strategy and operations, human capital, technology, and enterprise applications sought to enhance its consulting and audit operations by implementing a comprehensive suite of dashboards to better monitor and manage financial performance, client engagements, and workforce productivity.

## Problem Statement:

The management consulting aimed to develop advanced analytics to provide deeper insights into their business processes, which needed to address following important systems:

- Enhanced Financial Tracking: Develop detailed dashboards to track revenue, expenses, and profitability across various consulting and audit engagements.

- Improved Client Management: Utilize analytics to manage client relationships effectively, monitoring engagement success and identifying areas for improvement.

- Optimization of Partner Hours: Analyze the allocation of hours by partners across projects to optimize productivity and drive business development.

The firm faced several challenges in managing its extensive consultancy and audit operations:

● Complex Data Streams: Integrating data from various internal systems to provide a comprehensive view of financial and operational performance.

● Inconsistent Engagement Reporting: Lack of standardized reporting mechanisms led to inefficiencies and reduced visibility into project performance.

● Resource Allocation: Difficulty in optimizing the distribution of partner hours and resources across client engagements.

## Solution:

Having partenered wih CRG Solutions; the solutions were designed in an integrated analytics platform with the following key components:

● Summary Dashboard: Showcased key financial metrics like revenue, gross margin, and recovery rates, providing a snapshot of overall business health.

● Revenue and Gross Margin Dashboard: Detailed analysis of revenue streams and profitability, including insights into top clients and service offerings.

● Work In Progress and Billing Dashboard: Monitored ongoing projects, billable hours, and provided aging reports to optimize workflow and financials.

● Debtors and Collection Dashboard: Tracked debtor balances and collections to improve cash flow management.

● Salesforce Data Analysis Dashboard: Analyzed sales opportunities and win rates to refine business development strategies.

The implementation involved following steps:

● Custom Dashboard Development: Tailored dashboards to meet specific needs of various departments within the firm, ensuring relevancy and usability.

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- Real-Time Data Integration: Streamlined data from disparate sources into real-time analytics to provide up-to-date information across the platform.

- Training and User Adoption: Conducted extensive training sessions to ensure high adoption rates and effective use of the new tools by the firm's staff.

The new changes led to implementations of the new dashboards, which provided significant improvements in several areas:

- Financial Insight: Enhanced visibility into financial metrics allowed for better strategic decision-making.

- Operational Efficiency: Improved tracking of engagements and resource allocation resulted in increased productivity and reduced overhead costs.

- Client Satisfaction: Deeper insights into client engagements helped refine service delivery and improve client retention rates.

## Business Benefits:

**Increased Profitability:**
Optimized resource management and client engagements boosted profitability.

**Competitive Advantage:**
Leveraged advanced analytics to enhance operations and strategic client management.

**Data-Driven Decisions:**
Enabled leaders to make informed choices through comprehensive data analysis.

**Optimized Operations:**
Streamlined processes to improve efficiency and market positioning.
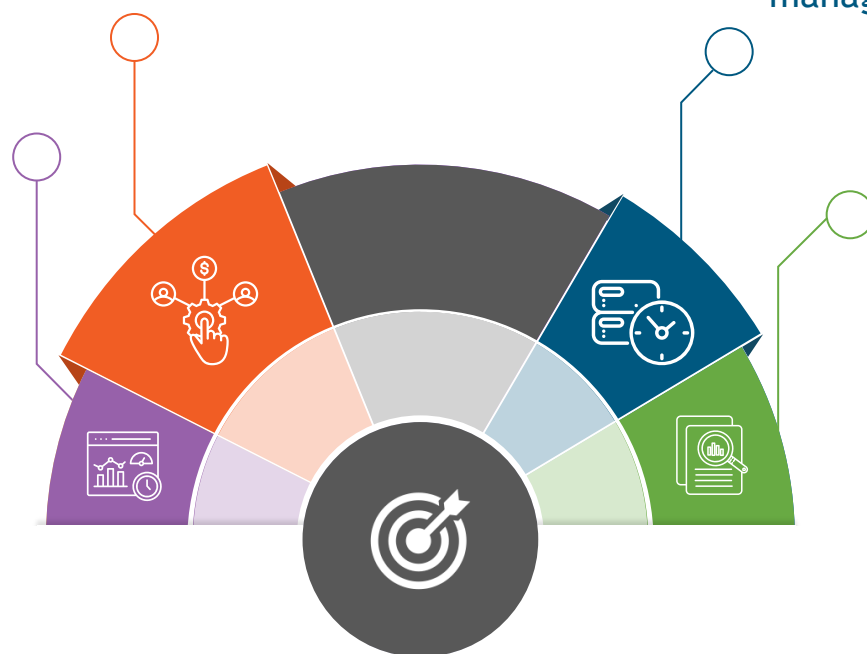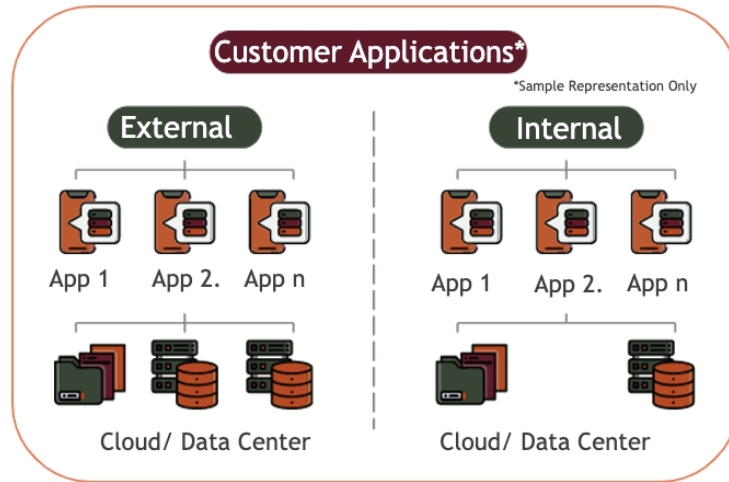
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*to achieve*

*Business Excellence*

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# We Cover

## Analytics

We setup practices, tools to derive insights (**customers, products, apps, teams**) to **enhance** or optimize business effectiveness with the help of products like Tableau, Alteryx, PowerBI, Cloud and MLOPs



### Customer Applications*
*Sample Representation Only

**External**

App 1   App 2.   App n

Cloud/ Data Center

**Internal**

App 1   App 2.   App n

Cloud/ Data Center

## RPA

We automate all high volume and mundane tasks to reduce manual errors and to increase efficiency with the help of products like AA (Automation Anywhere), Yellow.ai
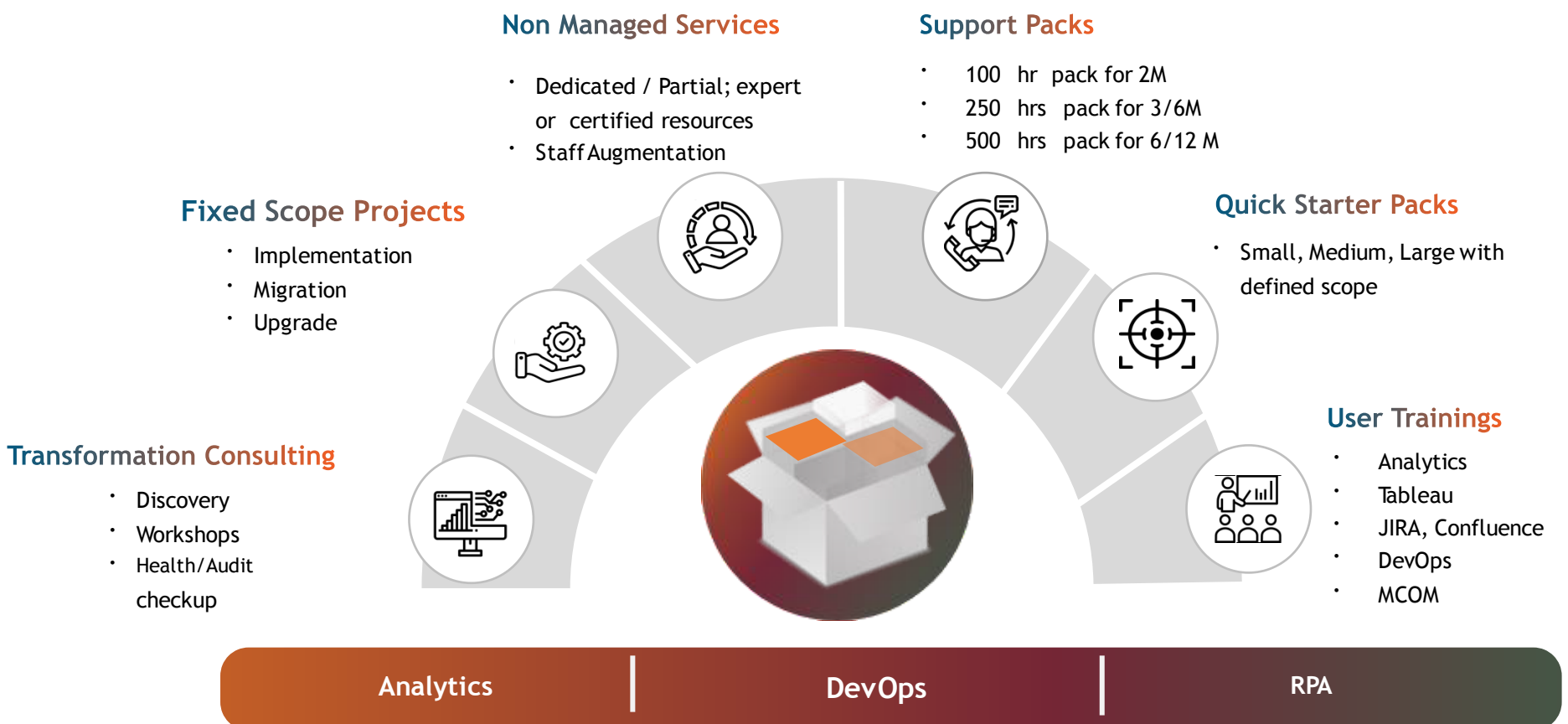
## DevOps

We help streamline the application development and maintenance processes with custom project management practices and implementation of world class software tools like JIRA, Azure DevOps, Azure Cloud to improve team productivity

ATLASSIAN   Microsoft

# Services Portfolio

**Non Managed Services**
- Dedicated / Partial; expert or certified resources
- Staff Augmentation

**Support Packs**
- 100 hr pack for 2M
- 250 hrs pack for 3/6M
- 500 hrs pack for 6/12 M

**Fixed Scope Projects**
- Implementation
- Migration
- Upgrade

**Quick Starter Packs**
- Small, Medium, Large with defined scope

**Transformation Consulting**
- Discovery
- Workshops
- Health/Audit checkup

**User Trainings**
- Analytics
- Tableau
- JIRA, Confluence
- DevOps
- MCOM

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