

Background

Order management is critical to any business. A New Brunswick based monument company's order management process was paper intensive and experienced excessive redundancy. Orders were required to be entered into multiple systems throughout the process and document management was primarily paper based.

Approach

IPSG Technology Inc.'s approach was to initially conduct a business and technology assessment. The business and technology assessment allowed us to understand the organizations business, strategic plan, key operational processes (intersecting with order management), pain points and the organization's existing digital capacity to support current business and technical state and develop a future state road map to achieve their goals.

Digital Transformation Roadmap

Using the knowledge gained through the assessment, IPSG Technology developed a Digital Transformation road map. This road map identified key opportunities for improvement in their current state by providing a prioritized list of technology recommendations and a structured project plan, including timelines, to implement the technologies in a phased approach which allowed SMET to automate their sales order function and streamline their processes. IPSG Technology outlined, throughout the project engagement, key principles that needs to be followed during a digital transformation project specifically centered around change management, training and support.

Outcome

The outcome was that IPSG Technology implemented the first few projects of the digital transformation road map thereby addressing key order management process pain points. This involved implementing an eforms solution and integrating back-office systems so that the orders are only entered once and the information flows to the various systems without the need of paper or entering the order multiple times. This allowed the organization to quickly realize time and cost saving while enhancing the technology infrastructures capacity to support the business. The longer-term outcome is the client now has a structured roadmap and plan to guide them through digital transformation.