

The Client:

Undisclosed Non-Profit Agency

Business Need:

Our client is a non-profit that focuses on International Student Exchange and Aid, Foreign Affairs, and International Peace and Security. It creates programs of study and training for students, educators and professionals from various sectors. Its mission is to "build more peaceful and equitable societies by advancing scholarship, building economies and promoting access to opportunity."

Client migrated their SAP financials, supply chain, and grants management system to Oracle/PeopleSoft. Proposal to cash was the most important business process for our client, because it was the process ultimately responsible for driving revenue for the organization. From a high-level perspective, the proposal-to-cash process connected a customer's intent to buy (or to sponsor) and a company's realization of revenue, encompassing the entirety of sales, contract and customer relationship lifecycles. Historically, these processes had been disconnected and siloed, leading to manual and tremendously inefficient sales cycles – eventually putting what is important (the initiatives and projects) at risk. When these highly collaborative aspects of the business are optimized, they bring visibility throughout the organization, speed up revenue cycles and provide a better visibility of the sponsor funds.

Our Role:

Lead assessment, find opportunities for optimization, product expertise to implement findings, and user training.

Project Objectives:

The objective was to review functional areas across PeopleSoft Financials, Supply Chain, and Grants Management System processes. Intention of the business process review was to provide key answers around:

- ✓ Current state of PeopleSoft capabilities by business functional area.
- ✓ Observations on the current state short term opportunities.
- ✓ Observations on the current state vs. the target state for each PeopleSoft module.

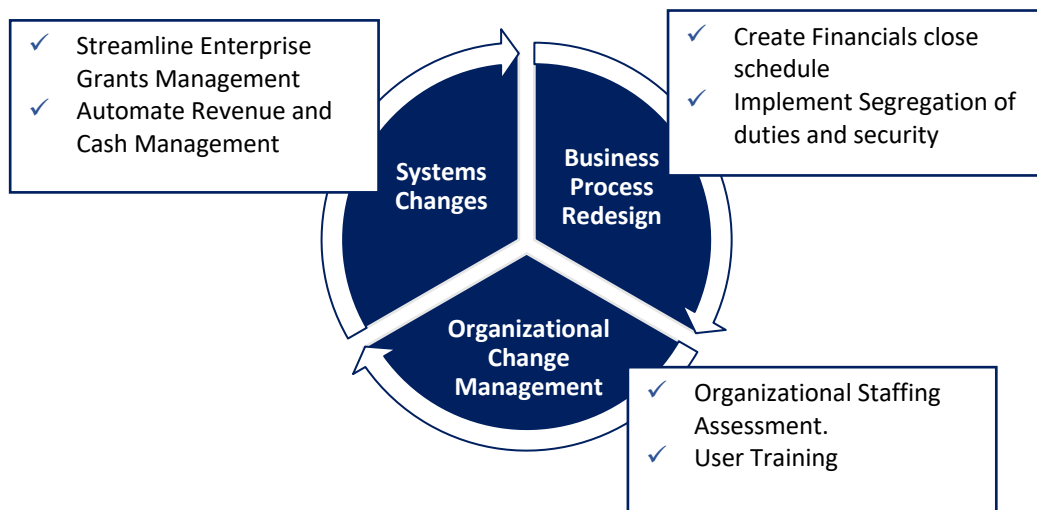
These areas of opportunities needed to be reviewed for overall business benefit and general level of effort.

Our Solution:

iLynx reviewed current and updated business flows, executed workshop/Interviewed key business users and stakeholders to validate and updated requirements for clarity and completeness, prepared fit-gap report, assigned priorities and high-level efforts (high to low complexities) and created new business flows incorporating automation, integrations and simplified processes.

Some activities were short-term, and some were long-term. Each area of business or PeopleSoft module was assessed for the current state and areas of opportunities outlined. These were mapped on a 2 x 2 chart defining organizational impact and level of effort.

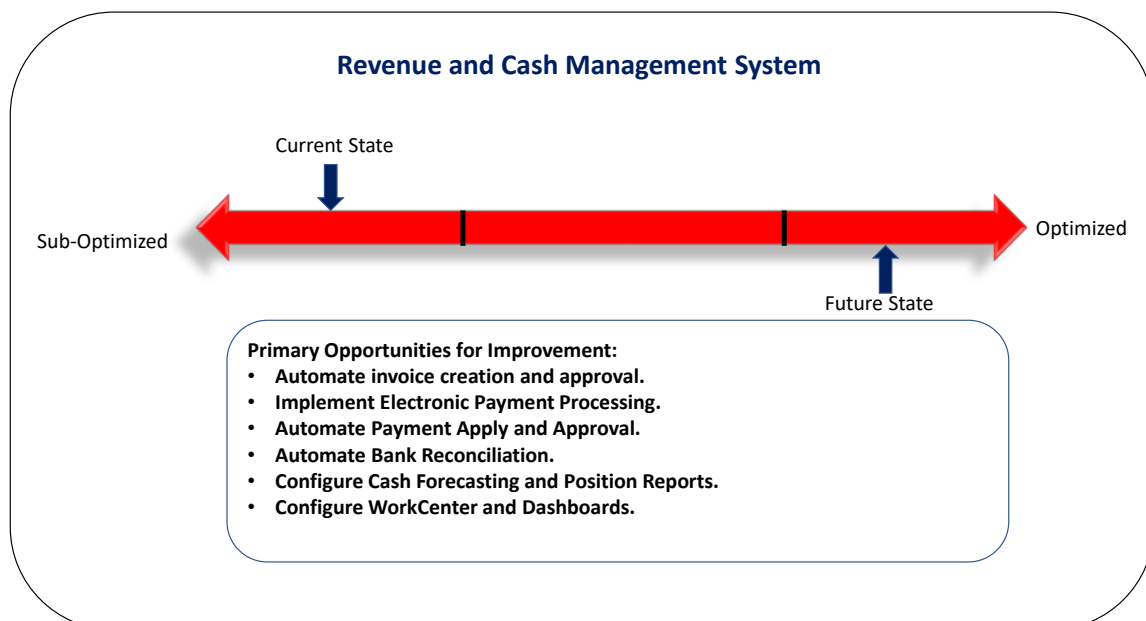
In short, our client was utilizing less than 50% of the systems capability and it required organizational change management, business process changes, and systems changes to help maximize capability of the PeopleSoft financials management system. Below chart displays recommended core area of improvements. We discussed details of the pain points, current state, and provided steps client can take to improve its business process.



The chart below (sample list) identifies the module, commentary regarding the recommendation, the business benefit and the feasibility of deploying the recommendation.

Project Name	Priority	Recommendation	Business Benefits	Feasibility
GL/KK – Data Integrity	Med	Reconfigure commitment control and combo rules to track expenses against budget and ensure validity of transactions.	High	Complex
GT/CA/PC - Grants, Project and Contract Setup	High	Activate additional delivered functionalities in Grants, Project and Project Costing module.	High	High
Grants/PC – Track expense	High	Track expenses against correct funds.	High	Complex
GT/CA/PC - Latest Tools and Technologies	Medium	Implement Work Center and Dashboard in to add efficiency and better data visibility.	Medium	Low
Tools Upgrade – PUM Upgrade	Low	Upgrade add new features such as mobile work center, elastic search and fluid.	Medium	Complex
AR/Cash – Automate Bank Reconciliation	High	Setup bank reconciliation rules and activate delivered reconciliation process.	High	Medium
AR/Cash – Cash Forecast	High	Produce dynamic cash forecasting report	High	High
BI - Invoicing – non-LOC	H	Create non-LOC invoices in PeopleSoft	High	Complex
BI -Invoicing – Automation	H	Automate processes to collect cost, create invoices and items	High	Medium

Each module was evaluated in terms of the current state versus desired state for optimization and a detailed explanation of each recommendation was shared with the client. Sample charts are below:



Results:

Results included optimized financials, supply chain and grants management solution to generate timely financials and grants related reports, automated invoices, electronic payments, and perform spending checks on ongoing expenses.