



Business Applications

Automation of select business processes in back-office functions – Finance and HR

Client Background

Client is a \$20M local telecommunications provider that relied on a number of manual hand-offs between applications. The client mostly provided telecommunications infrastructure (mobile applications, branded smart phones and services) to its customers. Company is based in Accra, Ghana.

Client Issue

Manual workarounds in the process increased reporting and analytical errors, introduced inefficiencies in the process and made it difficult to have a centralized view of business operations from a finance management and HR perspective. In addition, employees that were tasked with maintaining the manual processes became heavily involved in the management of these processes at the expense of their normal day jobs.

The Company tasked seven finance analysts and four HR generalists to support the manual processes. These additional resources cost the company about \$900K (fully loaded compensation).



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Action / EBDS Solution

1. EBDS did an assessment of all back-office processes to determine all the touch points where there was reliance on manual processes.
2. The team developed middleware and API's that integrated business applications by converting data between application databases, validation, and ensuring a single source of input from a common front-end interface.
3. Ancillary applications used to augment these manual processes were also eliminated from the business applications portfolio

Impact / Value Delivered

1. Improvement in overall business process efficiency
2. Elimination of errors resulting from manual workarounds
3. Re-staffing of the analysts to other areas within the business, which saved the business about \$900K (annual) in employee costs
4. Additional savings came from elimination of maintenance costs for ancillary applications used to augment manual workarounds
5. Centralized financial reporting, and ability to generate financial statements at a consolidated level
6. Simplified applications portfolio