



Case Study

**US-based
Protective Service
Provider Improves
Margins by 2%
with HCM
Analytics**

Client

The client is a leader in the security industry, providing security solutions across specialized guarding, technology, and consulting and investigations. It has operations in over **30** countries with its North America business amounting to USD **5.2** billion.



Challenges



Amalgamation of data across heterogeneous cloud applications and disparate legacy systems, presenting a single view for analysis and decision making.



Enabling insights to identify revenue loss, billing discrepancy, payment gaps, workforce agility, and margin reporting.



Mandate to be aligned with ERP rollout plan, leaving a narrow window for data availability and data validation.



Zero impact to decision making system even with a radical transformation of ERP applications (source).



Providing a platform to help the business identify any gaps during ERP migration to cloud.



Building a hybrid data architecture with provisions for frequent and faster data availability.



LTIMindtree Solution

- Enabled portfolio management for 60,000+ customers and workforce management for 110,000+ employees.

- Built hybrid cloud architecture with customized data adapters to meet analytical requirements.

- Delivered simplified and modern data architecture, not only supporting EDW, data lake, and self-service analytics, but also capable of accommodating new business and analytics requirements.

- Ensured a single source of truth for historical, current, master, and future data, cross functional reporting as well as numerous downstream applications.

- Provided intuitive and personified reports with role-based data insights – from District Managers to Executives.

- Streamlined customer risk profiling and integration with Dun & Bradstreet data to identify cash collections challenges (especially during the COVID-19 pandemic).

- Tailored the algorithm to identify changes to portfolio by virtue of numerous scenarios, such as new starts, coverage, or rate increase/decrease, termination of engagement, and transfers in and out.

Business Benefits



Partnered during the transition, helping the business identify payroll gaps for **500+** employees and portfolio and guard scheduling challenges in **400+** engagements in a timely manner.



Enabled a CXO cockpit, providing insights into new, lost, and temp business with focus on profitability and capable of measuring impacts of the transformation.



Delivered a data monitor for field executives depicting committed vs. delivered services, revenue gaps, payment discrepancies, and overworked and underworked employees.



Improved visibility into assignments, billing, and unbilled payroll to help achieve the transformation objective of margin improvement by **2%**.



Ensured **10X** frequent and faster data insights with improvised data architecture.



Implemented proactive risk identification and improved cash collections with customer risk profiling and COVID-19 analytics.

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