

SUPPORTING A FINANCIAL TECHNOLOGY TRANSFORMATION PROJECT

CLIENT

Global banking and financial services organisation

INDUSTRY

Financial services

CAPABILITIES

SAP S/4HANA configuration, data migration, SAP HANA development, test coordination

EXECUTIVE SUMMARY

Aston Carter Consulting has partnered with a leading global banking and financial services organisation to support its financial technology transformation project across multiple locations within EMEA and APAC. We are helping to simplify and standardise the technology infrastructure and business process within investor services.

RESULTS

We have provided our client with an ongoing solution which is driving the successful implementation of the SAP software on time and ahead of budget with the support of our highly-skilled and scalable team. Our client has been able to maximise efficiencies by consolidating their project team through Aston Carter Consulting Services which has led to an extension of the initial agreement.

Aston Carter Consulting partnered with a financial institution whose technologies have become outdated and susceptible to security breaches and loss of information. They are looking to upgrade legacy systems to a single, standardised platform on SAP throughout EMEA and APAC. This is a multi-year partnership, focused on the implementation of a new financial management system across the financial institution's services and business. Initially, the project was Greenfield with no constraints imposed by prior SAP systems or users. The project scope covers the financial institution's general ledger, accounts payable and receivable and fixed assets. Our client is undertaking a phased deployment and needs to partner with a service provider that has the ability to ramp up at key dates throughout the project lifecycle.

BUSINESS CHALLENGE

The successful outcome of the project for our client is to introduce an integrated financial system and a single sub-ledger for all of APAC and EMEA. Their objectives in addressing the problem of multiple systems across multiple sites were to:

- Reduce the operating cost
- De-risk the process and technology architecture
- Support future business growth by working off one platform
- Improve data quality and process standardisation
- Mitigate risk in smaller operations across multiple locations
- Eliminate several open audit points

Before they approached us, the project was already in the early stages of being rolled out when our client became aware of challenges complicating the deployment of the new technology. Without an alternative vendor who is able to provide the flexibility to ramp up and ramp down, they faced the risk of running into costly problems and delays.

Our client was looking for a partner who could offer a cost-effective solution and provide quality consultants with niche capability in SAP S/4HANA configuration. They wanted one trusted partner who could provide support throughout the project.

“Under the statement of work, we have been able to reduce our third party burn rate significantly by switching resources from two previous providers to Aston Carter Consulting whilst maintaining, if not improving, the quality of our overall project resource pool.

The partnership has worked well and we have created a subsequent Statement of Work for additional resources as a result. Importantly, it has been a partnership where both parties are vested in the overall delivery which is unfortunately not always the case with third party providers post the sales pitch.”

- Aston Carter Consulting Client

UNRIVALLED COMMITMENT TO DELIVERY

OUR SOLUTION

The solution we provided for our client mitigated their challenges which has led to a trusted partnership.

Our ability to scale in response to our client's needs has been critical to the success of the engagement. We have access to top talent through an extensive network of highly-skilled professionals. We are able to ramp up and ramp down the consultant base when needed in line with the project.

We offered a managed service across onboarding and offboarding, knowledge transfer and reporting. These offerings will evolve into a bespoke package as the service agreement with our client is extended.

We also provided our client with a Delivery Lead who supported the project with the onboarding of consultants highly-skilled in the deployment of the technology.

Our client is also looking to build a cohesive team that is committed to working on a long term project. In order to support this aim and to promote a strong team environment from the outset, we arranged an orientation morning for the first three consultants to join this project. This was a team-building and relationship-building exercise and an opportunity to become acquainted with their Delivery Lead before going onsite.

Further onboarding included confirming access requirements and details of their role and the project. Our Account Director and Delivery Lead also met with the consultants on their first day to provide the project overview and go through expectations before handing them over to our client for general training. This process will be repeated with all new consultants to join the project.

The Delivery Lead provides a suite of bespoke reporting including on the financial position of the statement of work; highlighting any identified issues and risk. On completion of the programme, the Delivery Lead will also assist during the offboarding stage by booking exit interviews, revoking and returning hardware and ensuring knowledge transfer.

RESULTS

Aston Carter Consulting's expertise, best in class delivery capabilities and flexibility have resulted in a successful partnership to date.

Whilst the programme is ongoing, our client is happy to report the continued success of their initiative as our consultants continue to deliver on time and to budget.

Our ability to onboard our consultants quickly and efficiently has ensured that our consultants are onsite, up-to-speed and productive in accordance with our client's timeframes.

Our client has so far reported a high level of satisfaction with our consultants' contribution to the programme. This continued demonstration of our capabilities has led to further business as we have ramped up throughout the programme and extended our service agreement.

"Aston Carter Consulting is a pleasure to work with. They were the first firm I worked with when I started my career as a consultant and our continued relationship has been a pleasure. They showed a great amount of professionalism in terms of understanding the role and our client's requirements ensuring their consultants are able to deliver the skills needed. They are also very prompt to respond and are always available to support in case of any issues."

- Aston Carter Consulting Consultant

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