

Communication overload



Challenge

Tackling communication overload

The finance and administration team of a Big Four professional service firm's global business service organisation was struggling with communication overload. They were faced with managing an excessive volume of incoming emails and the endless billings for client firms across different geographies and time zones on a single platform. This made overall reporting and triaging of work to the appropriate teams a demanding task which drained resources, impacted efficiency and made the team slow and cumbersome at a time when it needed to be agile, connected and fully end-to-end.

Solution

A scalable approach to streamlining, triaging and tackling issues head-on

As well as tackling the specific problems faced by F&A, any solution also had to be scalable, with the potential to roll out to other GBS teams. This was critical for the firm to achieve its goal of true end-to-end visibility and value. As such, it chose Enate's platform, with the F&A team the first to benefit from the rollout. The orchestration framework was able to streamline and organise case-based communication, providing the triage service previously lacking and thus solving the issue of missed emails, inconsistent work review, and poor visibility of the information workflow.

Impact

Streamlined results for effort reduction

The results were streamlined operations that resulted in 15%-20% quicker turnaround times and an 18-20% reduction in effort needed to deliver the right services for the wider business.

See how Enate can help your organisation in a live demo. [Book here.](#)

