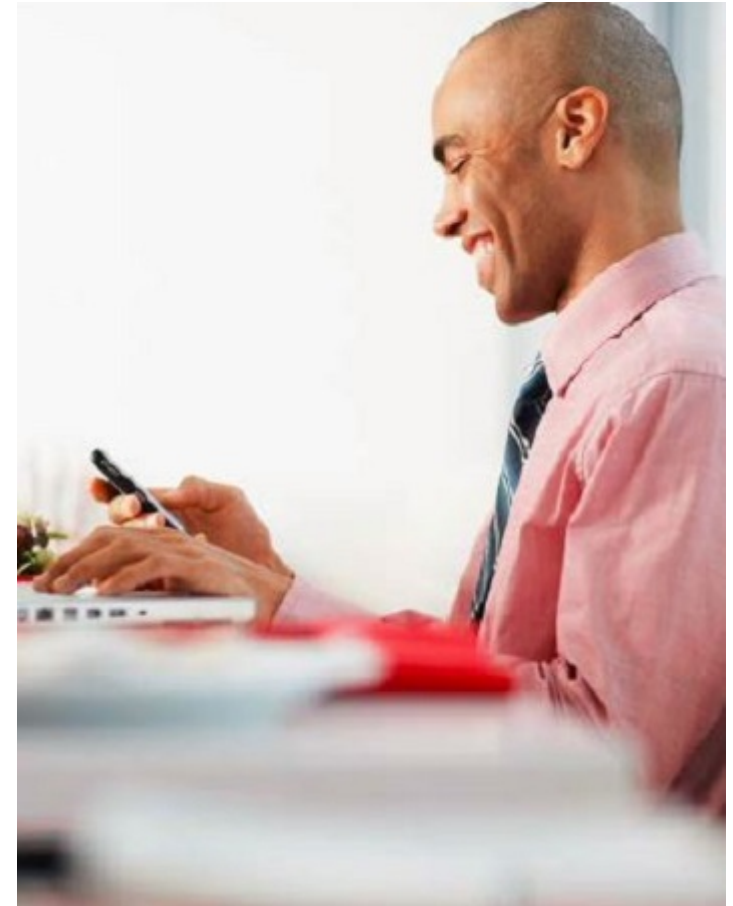




Convergent: Supporting 200% Growth with SAP S/4HANA®

Clients rely on Convergent IS to transform their enterprises with a simple user experience and mobile solutions. Growing a business by 200% annually can present many challenges, especially while expanding internationally and taking on the additional foreign exchange risk. Small-scale solutions were not cut out for the task, so Convergent, aiming to simplify the complexity of its growing business, turned to SAP.

SAP S/4HANA® and the SAP Fiori® user experience (UX) have given Convergent a single source of truth, eliminating management-versus-accounting reconciliation and enabling on-demand, real-time order-to-cash processing and reporting with new metrics not previously available. The Build tool accelerates and enhances Convergent's design and development of products and helps customize SAP® applications for itself and its customers. Convergent business users and customers love the way they can get involved and provide feedback all the way through the design process, supported by Build to help ensure each solution hits the mark. Plus, development teams have what they need to scale their overall UX and application factory.



SAP S/4HANA® helps Convergent expand

Partner

Convergent IS

Headquarters

Calgary, Canada

Industry

Professional services

Products and Services

User experience and mobile solutions for enterprises

Employees

30

Web Site

www.convergentis.com

Objectives

- Support 200% annual growth as international business expands with multiple currencies and foreign exchange risk
- Create the framework to support a new professional services business line
- Manage business processes like financial close, invoicing, and supply chain

Why SAP

Trust based on a longtime partnership and proven success for customers

Resolution

- Moved to a digital business foundation, with SAP S/4HANA® providing the business with a single source of truth
- Rolled out the SAP Fiori® user experience (UX) to support critical business processes
- Used the Build tool to help project teams collaborate with business users and create prototypes of enterprise applications with real data

Benefits

- Gave the sales team insight into account-specific net margins
- Tracked hours in real time for accurate invoices and project margin analysis
- Improved business asset visibility for informed investment decisions
- Trained new employees with a simple and personalized user experience
- Eliminated business requirement documents and improved the accuracy of application development
- Helped ensure that enterprise applications meet business user needs by allowing them to give detailed feedback early and frequently in the development process

48%

Reduction in days sales outstanding

20%

Improvement in productivity for sales order processing

12%

Improvement in vendor spend management compliance

12 days

Cut from period close processing

2 days

Average time to invoice (down from 8)

50%

Fewer change requests for apps using Build and SAP® Web IDE

“Using SAP S/4HANA is like going from a tricycle for small-business accounting software to a race car. It has enabled Convergent to continue our fast-paced growth and simplified our business processes tremendously.”

Shaun Syvertsen, Managing Partner, Convergent IS

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