

OPERATIONAL DEVELOPMENT FROM THE GROUND UP

Technology Case Study

THE CLIENT CHALLENGE

A worldwide leader in Web analytics was being sold to a private equity firm. Faced with operational independence, **the firm needed to make a quick transition from its parent company's systems and support organizations.**

The structures for everything from finance to human resources needed to be established, and it needed to happen quickly to allow the firm to compete in the highly competitive Web analytics market.

North Highland was hired to lead the company through an entire re-build, with the end goal being a nimble, independent organization with high-functioning operations – order processing, fulfillment, SKU/price management and commissions – and finance systems.

THE SOLUTION

North Highland managed an entire Enterprise Resource Planning (ERP) lifecycle, with responsibility for all system aspects, including requirements definitions, end-user training, current state and to-be process design, system rollout, system configuration and testing, and ongoing monitoring activities.

NORTH HIGHLAND WAS HIRED TO LEAD THE COMPANY THROUGH AN ENTIRE RE-BUILD, WITH THE END GOAL BEING A NIMBLE, INDEPENDENT ORGANIZATION WITH HIGH-FUNCTIONING OPERATIONS.

THE VALUE

The end goal was met, as North Highland provided the technical and operational foundation for the company to function independently following its spinoff. The results were so successful, North Highland was then asked to define and implement the organizational structure and associated processes for fixed assets, payroll and HR.

ABOUT NORTH HIGHLAND

North Highland is a global management consulting firm that delivers unique value, relevant big ideas and strategic business capabilities to clients around the world. The firm solves complex business problems for clients in multiple industries through an integrated approach and offers specialty services via its Data and Analytics, Managed Services, and Sparks Grove divisions. North Highland is an employee-owned firm that has been named as a “Best Firm to Work For” every year since 2007 by Consulting Magazine. The firm is a member of Cordence Worldwide (www.cordenceworldwide.com), a global management consulting alliance. For more information, visit northhighland.com and connect with us on [LinkedIn](#), [Twitter](#) and [Facebook](#).

**NORTH HIGHLAND
MANAGED AN
ENTIRE ENTERPRISE
RESOURCE PLANNING
(ERP) LIFECYCLE, WITH
RESPONSIBILITY FOR
ALL SYSTEM ASPECTS.**