

## SUCCESS STORY | *Sustainable Improvement and Value Creation*

### OPPORTUNITY

The 14<sup>th</sup> largest wireline communications provider in the nation, based in Texas, was looking to dramatically increase its value by implementing significant improvements in eighteen months. The company had multiple operation centers, redundant processes and systems, declining revenue and a leadership team needing assistance identifying, prioritizing and implementing the right opportunities to maximize value.

The overall goal was to significantly increase the company's value and obtain a superior purchase price within a short period of time.

### ENGAGEMENT SCOPE

Innovar was given the unique opportunity to explore every aspect of the business. A relatively small, experienced team performed a quick holistic assessment to identify opportunities for improvement. Each improvement opportunity was prioritized based on financial impact, delivery timeline and overall change capacity. Once approval was received, a delivery team quickly began the process of implementation, leveraging Innovar's execution discipline and delivery framework.

With this project, Innovar was able to:

- Examine every core "quote to cash" process within the business, discovering opportunities to reduce costs and increase revenue while maintaining superior service quality.
- Examine all support and planning functions such as HR, IT and supply chain management.
- Identify over 150 opportunities for significant cost reduction or revenue generation.
- Prioritize improvement opportunities to maximize value within the 18 month period.
- Implement a repeatable approach to quickly prioritize, approve, staff and implement improvements.

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### RESULT

Innovar's experienced team of professionals achieved dramatic results. Over the short 18 month period, Innovar:

- Consolidated four operation centers into one centralized shared services environment (processes and systems).
- Increased cash flow by 44%.
- Decreased cost per call within the call center by 42%.
- Increased revenue by \$3M per year through revenue assurance and targeted product marketing campaigns.
- Shortened fulfillment cycle time by 83% while increasing revenue within various product lines.
- Helped the company to achieve a purchase price that was 2.5 times greater than expected.

### INNOVAR DIFFERENTIATOR

**LASTING IMPROVEMENTS THAT MAKE A DIFFERENCE:** A consulting firm may save a partner money and increase efficiency over the short term, but Innovar develops plans and techniques that deliver lasting improvements that create value for both the short and long term.

**EXPERIENCE:** Innovar's team brings a wealth of practical experience and provides real world solutions that can be implemented within realistic timeline and budget guidelines. Innovar team members average 15 years of operational experience in their areas of expertise.

**COST EFFECTIVE:** Innovar provides business consulting services for less than the competition while offering a superior quality of work and a highly experienced team of professionals.