



From Ordinary to Extraordinary :

Power Your Business with

# Digital Transformation

A Member Firm of Andersen Global



Next-generation businesses are primarily propelled  
by the imperative of digital transformation.

### **Introduction:**

Businesses are compelled to transform due to competition, disruptive newcomers, and changing customer needs. The main challenge for business leaders is adapting to these pressures while prioritizing customer retention and shareholder value. However, budget limitations, lack of support, resources, and technical knowledge hinder the adoption of fully digitalized business operations.



### **Our Digital Transformation Solution:**

Failing to advance your business can be costly, while successful transformation to support B2B can lead to increased market share. McKinsey & Company predicts that B2B digital leaders will experience five times more revenue growth compared to those neglecting digital transformation strategies.

Digital transformation is crucial for adaptability, and we assist in defining a strategy and roadmap to futureproof your business and effectively serve the connected consumer or business.

## Benefits of Digital Transformation



### Increased and proven ROI

Achieve tangible results for key stakeholders by reducing operational costs, maximizing output, and prioritizing customer retention efforts.



### Improved customer satisfaction

Optimize customer experience and satisfaction by leveraging technology to align all touchpoints within your business.



### Reduced risks

Implementing an IT-optimized and automated environment minimizes the risk of failure and ensures that your operations are prepared for the future.



### Improved collaboration across departments

Integrate systems and utilize intuitive software to align sales, marketing, and customer service efforts towards a unified goal.



### Continuous improvement

Enhance efficiency and flexibility by streamlining processes and utilizing reporting for continuous improvement and business expansion.



### Improved efficiency and flexibility

Remove bottlenecks in your current business processes to establish efficient and flexible operations that can adapt to evolving demands.

## Our Services

Digital Transformation  
Consulting

Customer Experience

Digital Commerce

Product Engineering

BI & Data Analytics

Enterprise Modernization,  
Platforms & Cloud

## Our Alliances



If you represent a mid-tier enterprise  
dissatisfied with inefficient software

[Book A Consultation](#)

## Our Solutions

GRC

HR Management

Customer  
Onboarding

Procurement Management

Projects  
Fund Tracker

Asset Management

Contract  
Management

Service  
Management



## Case study : How a US-based company established a finance GCC in UAE during COVID-19

During the COVID-19 lockdown, we assisted a home improvement company based in the US in transferring their finance business operations to a Global Capability Center (GCC) located in the UAE.

### Challenge:

Amidst COVID-19, migrating US processes to a UAE GCC presented challenges.

A US-based home improvement company sought IMC's assistance to establish an offshore finance GCC and transfer operations from US to UAE. The migration faced hurdles like non-standard processes and policies, data migration from diverse systems, sub-optimal structure, and incomplete documentation. Despite the pandemic, the engagement progressed due to non-negotiable timelines, requiring comprehensive support for strategy, planning, design, implementation, and transition.

If you are interested in transitioning from Salesforce or similar platforms to a customized application or a ServiceNow/Low-Code solution

[Get Started](#)

### Adapt to the Virtual Environment

- Virtual on-boarding
- Setup of remote working infrastructure
- Engagement and communication

### Ensure active participation

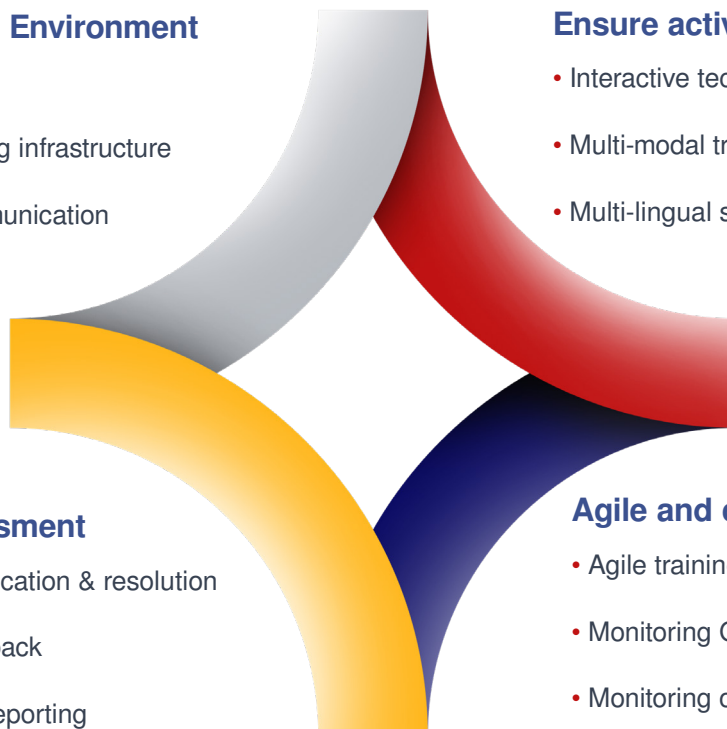
- Interactive technology implementation
- Multi-modal training implementation
- Multi-lingual support

### Continuous Assessment

- Transition issue identification & resolution
- Assessment and feedback
- Performance metrics reporting

### Agile and contingent planning

- Agile training and back-up planning
- Monitoring GO-live and cutover activities
- Monitoring operations until stabilization





### Solution:

Despite aggressive timelines, IMC migrated processes to the GCC. IMC successfully migrated processes to GCC within tight timelines, establishing finance operations in the UAE. Comprehensive services included planning, design, transition, training, and automation.

Despite COVID-19 challenges,  
Virtual capabilities and Expertise ensured smooth migration

The migration embraces continuous improvements and automation for enhanced efficiency. IMC enabled the transition of 250+ FTEs and 90+ processes from US to UAE while establishing a robust operating structure with KPIs and SLAs.

As a comprehensive partner, IMC assumed full responsibility for both strategic and tactical aspects of the transition, encompassing performance management frameworks.

## Mastering the Art of Problem-Solving

Inspiring Case Studies that Transform Businesses

### Transform HR Management

Leading software development company streamlined HR operations.

### Seamless Customer Onboarding

Leading bank streamlined their customer onboarding processes.

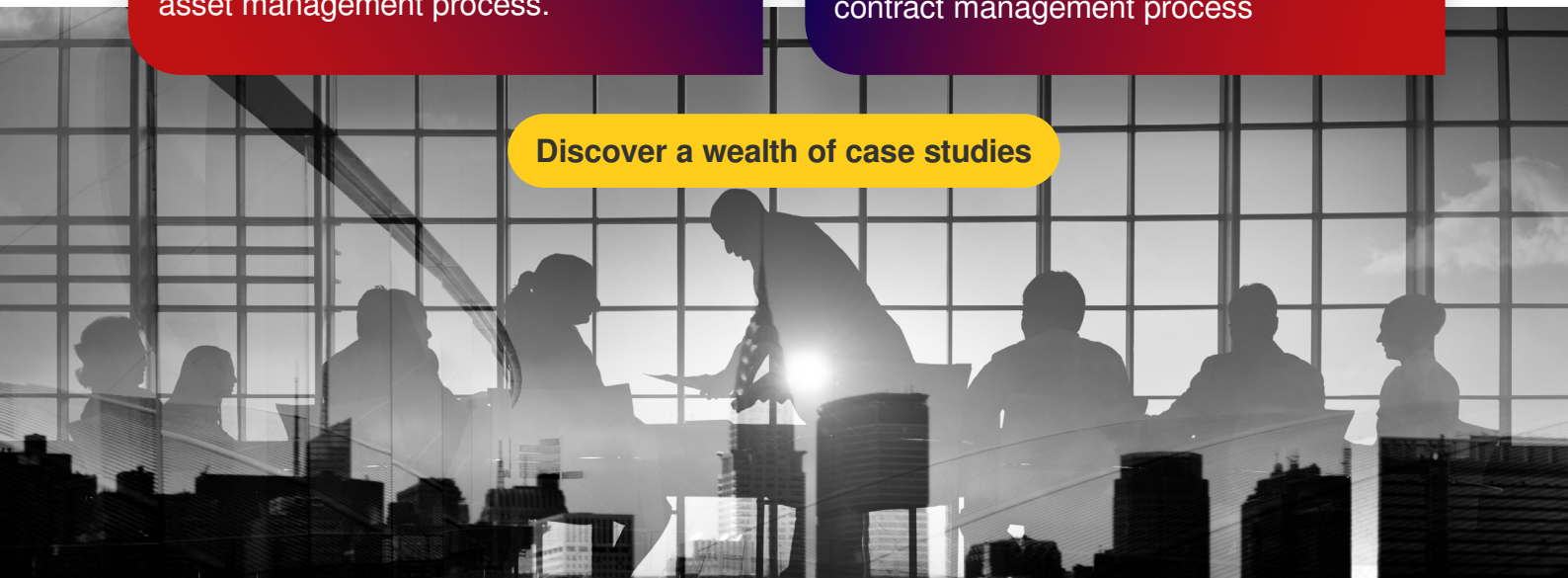
### Asset Management

Manufacturing company streamlined their asset management process.

### Contract Management

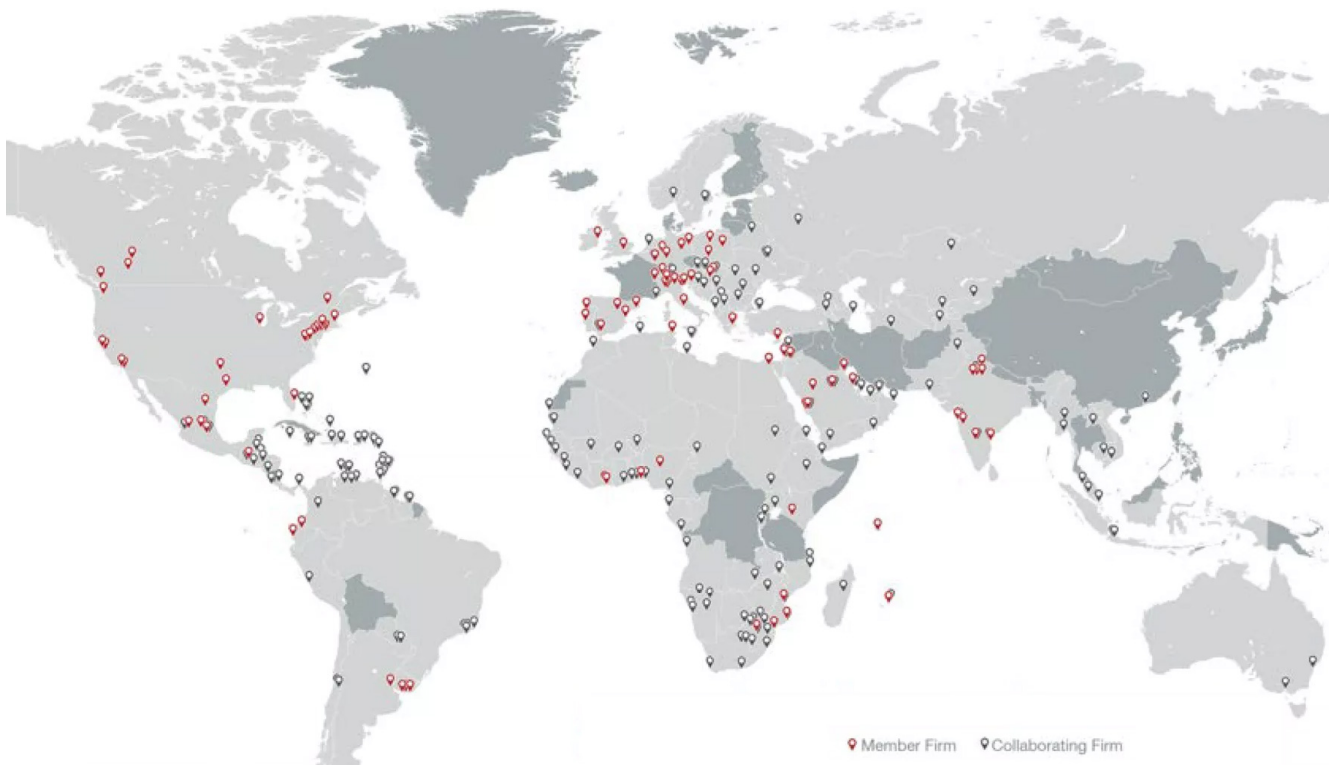
Leading retail company streamlined their contract management process

Discover a wealth of case studies



## IMC, A Member Firm of Andersen Global

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