



CASE STUDY : PROCESS EXCELLENCE

Implementation Process Optimization and Cycle Time Reduction

“We achieved outstanding results in only 10 weeks! Major Oak drove increased revenue through 60+% reduction in product implementation cycle time while facilitating culture change and instilling a continuous improvement mindset.”

CLIENT

Travel Industry Leader for Hotelier
E-Commerce Solutions

CHALLENGE

“Supply fully implemented solutions to reduce the implementation time for our two core products by more than 40% within a 10 week period”

RESULTS

- **Greater than 60% reduction in implementation time** for client's key product from 300 days to less than 100 days
- 43 unique opportunities identified, resulting in 19 individual projects
- Reduced implementation times
- New business practices and disciplines
- Redesigned business processes & business rules
- Business wide meeting framework and improved business disciplines
- IT-related improvements
- Culture shift to environment of collaboration and continuous improvement

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Background

Our client, a leading provider of e-commerce solutions for hotels, made a major acquisition in late 2011. In the acquired company, implementation times for their two core products were unacceptably long, resulting in delayed revenue. Major Oak was engaged for a 10 week period in early 2012 to significantly reduce the implementation times for both these products.

Project Details

The 10 week engagement included several rapid and high intensity phases, including current state assessment, root cause analysis, opportunity identification & prioritization and project implementation. The root causes included client engagement problems, internal communication issues, and a lack of standardized processes. 43 identified opportunities resulted in 19 discrete improvement projects. Major Oak's Consultant served as Project Manager, who provided expertise in project management and process excellence to key projects, undertook much heavy lifting where required and infused a sense of urgency to the client's team.

The Major Oak Difference

The initial proposal for this case included a 2-phased approach: a Process Evaluation & Process Mapping phase (~10 weeks), followed by a Deployment phase (~10 weeks). When the client requested that the work be done in one 10 week phase with deployment included, Major Oak took on the challenge. The results were outstanding! Not only did we reduce implementation time by more than 60%, but we were also able to facilitate a significant cultural shift, implement new business practices and instill renewed energy & new toolset for ongoing continuous improvement. These results were achieved through a high intensity approach, drive and determination while forming a cohesive and trusted relationship with the client. What is the Major Oak difference? Our people!