

Tech that uncovers problems and priorities

Narrator

Welcome to Grant Thornton's Tech Transformation series, where our knowledgeable team discusses ways organizations can use technology transformation to improve efficiencies, drive better business decisions and ultimately greater financial success. In this episode, you will learn how Grant Thornton is helping a Fortune 100 manufacturer in identifying duplicate processes that remain after hundreds of corporate acquisitions. The answer was alyx, Grant Thornton's customized technology platform that identifies and prioritizes problems and connects them with the right solutions. We'll hear from Patty Bogosh, a Grant Thornton Growth Business Development Executive, and Tony Dinola, a partner (principal) in Grant Thornton's Advisory Services.

Patty Bogosh

They are hundreds of small companies brought together, and so they have duplicate processes everywhere, and they know this, but they just simply can't find them everywhere. It's not like there was an aha moment. They just know that there are issues. A lot of times employees have ideas and we have no idea that they have these ideas and they can fix a lot of issues that we don't even know are there. The reason why they don't always get heard or seen is because people just don't speak up it. It was really intriguing to them, one not only to get their team's feedback in real time, but also be able to put an ROI behind it and a complexity behind it.

Tony Dinola

They kind of laid out what the problem statement was: You know, entering the same data three times. Eight people who spend, you know, four hours a day entering this data and re entering this data, and we think there's opportunities to to do this differently.

Patty Bogosh

We wanted to approach some organizations — organizations being different departments within the company that would be engaged and that we could show to the rest of the

organization. “Look at what you can accomplish in a simpler fashion, that’s cost effective, tracking your ROI, tracking your progress, making it really intriguing to others to use.”

Tony Dinola

I think they have a really good understanding of what the problem is because it's their problem that they deal with all the time. I think what they're not clear on is, “How do I solve the problem? What type of value could that return for me if I did something about it?” And so that's what we've been helping them understand. We're able to touch more people in the organization, so this is not just a senior leadership's view of the world in terms of what the business problems are. It's more of a broader enterprise across all areas of the org chart. I think that's one. Two, it's about not only the identification of the problem or the definition of the solution, but it's also the ability to deliver on the value of the proposed solution. I think that's a big component of it. The other big problem that we're trying to solve here is most people's IT organizations say, “Oh, you have a project. OK well, get in line. The next ticket at the meat counter puts you in line about 18 to 24 months from now,” and people just are very fatigued with that type of IT operating model and so it disrupts the traditional IT model and really puts the power of solutioning and capturing value in the hands of the business versus relying on some monolithic IT organization that has a very detailed road map and set of projects that takes them well out into the future.

Narrator

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