

Keane Client Story:

**Industry:** Technology Solutions, Defense Contractor

**Offering:** EPM/GRC | SAP BusinessObjects Planning and Consolidation Implementation



# Keane Solution Mitigates Risk and Enables More Informed Decision Making at Technology Solutions Company

Keane's implementation of a business planning platform based on sources of revenue reduced cycle times and improved the accuracy of Client's plans and forecasts increasing enterprise flexibility and performance.

## Abstract

This technology solutions company deliver technical expertise and operational support to the US Department of Defense, civilian government agencies, and commercial customers. It needed a new planning and forecasting application because the existing planning process concentrated on detailed costs but not on sources of revenue. As a result, an enterprise application was required to enhance the transparency and impact of current contracts and anticipated opportunities on the forecasted top and bottom line.

## Challenge

Sustaining growth and profitability within a lean economy and an environment of governmental frugality requires lowering costs, understanding revenue risks, and the ability to anticipate and react to rapidly changing and dynamic market conditions. This is particularly true within the business sectors from which our client provides solutions to its primary customer, the US Department of Defense. These three sectors include: Defense Operations Integration, Engineering & Integrations Solutions, and Engineering & Information Technology.

**"I view Keane as a trusted partner and would recommend looking closely at Keane for any BPC project. They are flexible, knowledgeable, and easy to work with. They have a highly experienced BPC team whose insight we rely on to help us keep pace with and take advantage of the most powerful analytics, dashboards, and forecasting applications available".**

VP of Financial Planning Analysis and Reporting, Technology Solutions Company

## Application and Infrastructure Solutions

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Our client's planning process was extremely time consuming and detail oriented, but did not allow for in-depth understanding of contract profitability or mitigation of risk if a contract or projected opportunity were lost, postponed, or off-track. This was exceedingly significant given the increasing use of fixed-price and time and materials-based contract vehicles by the Federal government, and the revenue and net income volatility associated with the cancellation of long-term government contracts midstream. Additionally, the planning and forecasting processes were not integrated across business sectors. The system also needed to be tied back to source systems such as backlog in order to ensure quality financial reporting. Most importantly, the accuracy of both plans and forecasts were inconsistent.

## Solution

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Keane developed a robust planning application using SAP's marked-leading SAP BusinessObjects Planning and Consolidation (BPC) application platform. The application eliminated manual effort and integrated contracts backlog and pipeline into the planning and forecasting process. This revenue-based application also eliminated detailed cost assessments and reduced the number of cost elements to be planned from over 300 to approximately 20.

Labor planning was also reduced from individuals to cost centers, lessening the time and effort required to complete this

important part of the planning process. Significantly, previously disparate data was loaded from other systems and integrated within BPC. Finally, the system included guided processes and analysis tools to provide a friendly interface for end users.

To deliver this solution in a rapid timeframe, Keane used a customized approach based upon SAP's ASAP methodology, along with their own implementation tools, programs, and templates that incorporate lessons learned and best practices from over 40 years of successfully delivering enterprise solutions.

## Results

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Keane's solution streamlined our client's annual planning cycle and used revenue as the planning driver instead of costs. This in turn resulted in more accurate and timely information. The new systems also produced the following business benefits:

- » **Increased productivity:** The planning cycle time was reduced by approximately 67% - from three months to three weeks. In addition, the processing time for a frequently used system calculation went from five minutes to a few seconds.
- » **Risk assessment and what-if scenario analysis:** The application allows for changes to contracts and opportunities. Business users can also assess the impact to the bottom line if any of the contracts or opportunities are lost or cancelled.

## Why Keane?

- » **Experience:** Our 40 plus years of delivering enterprise application solutions ensures superior customer service to global customers.
  - » **ShoreWise Adaptive Delivery<sup>SM</sup>:** The smartest combination of resources and locations to meet your changing needs.
  - » **GAAP and IFRS Compliance:** Ensures that your organization meets and maintains globally accepted accounting standards.
  - » **Post Go-Live Support:** Comprehensive post go-live support packages tailored to meet your needs.
  - » **Hosted EPM Solutions:** Full solution hosting with managed 24x7 support and administrative services.
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» **Business users are empowered:**

The system is easy to use and navigate for naval architects, scientists, and other end users enabling senior and line managers to focus on the business instead of digging up financial data.

» **Supports all types of contracts:**

The system provides a simple and consistent planning process across all business sectors and allows for

planning based on cost plus, fixed bid, and time and materials contracts.

» **Enhanced focus on key projects:**

The application underscores the importance of and focuses attention on “needle mover” contracts.

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### About Keane

Keane, an NTT DATA Company, is an IT services firm headquartered in the US with more than 12,500 professionals worldwide. For 45 years, Keane has been an Application Services specialist with distinguished project management credentials. Today, we offer a flagship suite of Application Services, as well as Infrastructure and Business Process Outsourcing solutions delivered through onsite, nearshore, and offshore resources.

Visit [www.keane.com](http://www.keane.com) to learn how our projects, managed services, and outsourcing engagements deliver value for a range of businesses and government agencies.

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