

BUSINESS SYSTEMS & TRANSFORMATION

Global Facility Management Organization



CASE STUDY

ENGAGEMENT OVERVIEW

A global facility management organization required support to optimize and strengthen business processes, financial operations, and organizational readiness as part of a large-scale ERP deployment initiative. Leadership needed a structured approach to document current operations, help streamlining their future-state processes with a focus on AI automation, and ensure alignment across finance, payroll, and operational teams. The organization also required change management support, CBA and payroll validation, and accounting design expertise to enable a smooth system implementation, improve operational consistency and efficiencies, and support accurate and timely financial reporting across its global environment.

[alliance]

ALLIANCE SOLUTION

Alliance partnered with cross-functional stakeholders to provide:

01

Business Process & Operating Design

Assessed the operating model, defined future-state workflows and roles that leverage the ERP, and developed a deployment roadmap.

02

Organizational Change Management

Delivered change management plan, change impact analysis, stakeholder communication strategy, training support, and execution.

03

CBA & Payroll Logic Analysis

Reviewed collective bargaining agreements, identified system inconsistencies, and supported configuration for ERP implementation.

04

Accounting & Finance Support

Provided senior Costpoint and accounting SMEs to support ERP design, financial operations, and system implementation.

CLIENT OUTCOMES

- Improved operational alignment and readiness for ERP deployment across global finance and business functions.
- Strengthened financial controls, payroll accuracy, and reporting consistency.
- Established scalable processes and governance to support long-term operational efficiency and reduced manual processes.
- CBA validation and configuration eliminated gaps, preventing future penalties.