

Digital Operations

In the current VUCA world, businesses need sustainable solutions to weather the storm and to ensure they are geared to face upcoming challenges. CXO's would look at creating value to their business, customers, vendors and investors using a blend of process improvement and technology interventions to mitigate risks and reduce errors. dGTL offers consulting across operations. We help in identifying ways to capture business needs and measure how well you're satisfying those need and then help you in migrating into a digital organisation.



Determining how customers, vendors and employees rate the value you provide relative to the value provided by others



Deciding what changes will have the greatest impact on their perception of the value that you are offering

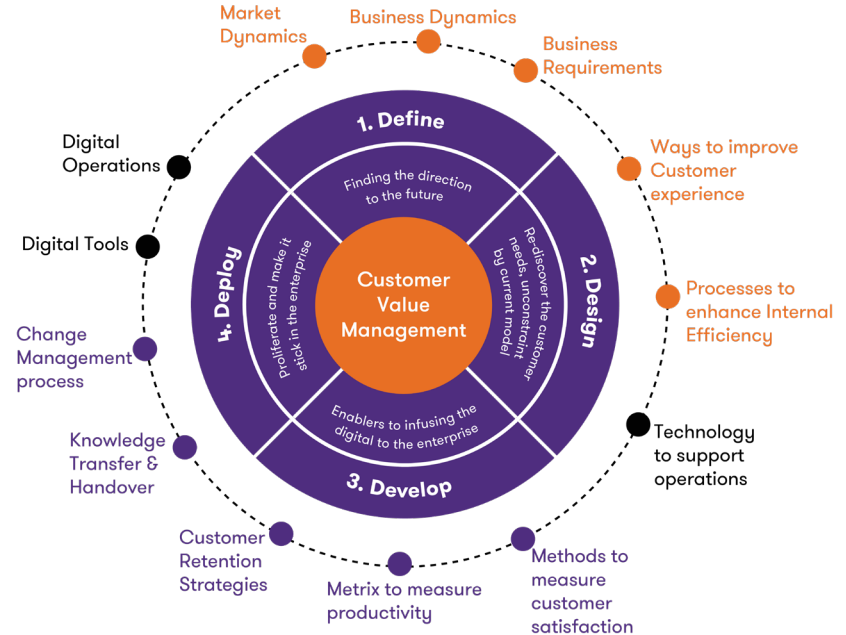


Aligning people and processes in a common focus to deliver value



Keeping things digital and providing a consistent flow of data and information to everyone involved

- Implementation services
- Consulting services
- Implementation and consulting services



Benefits



Enhanced revenue



Reduced operations cost



Improved turn-around time



Standardised operating practices

Team experience



Experienced team of techno functional partners with collective experience of 100+ years



Pricing approach driven by the value delivered through positive business outcomes



Use of design thinking and connected strategy in finding implementable solutions



Access to industry and startup incubator ecosystems

OEM & Distribution company - Improving lead time to service customers and vendors

- Evaluated supply chain & distribution processes around efficiency achievement & standardised
- Reduced the cost of rate of goods return by 20%
- Provided suggestions around lead & order management, contracting process, budgeting & tracking and review of cps. helped take decisions on pricing and discontinuing product lines.

Fintech Company - Automate customer acquisition to revenue booking process

- The client wanted to automate repetitive tasks in the operations and to ensure less errors in the process
- Sessions were conducted with process owners along with data validation and analysis
- S/W was custom built, implemented and handed over
- This resulted in 25% reduction in acquisition to revenue lifecycle timeline & 20% reduction of FTEs

Early learning education company - Improve operations strategy around sales and operations

- Re-defined operations strategy, defined key initiatives and lead the program management
- Drove focus on digitising, automating and implementing solutions to address inefficiencies and improvements
- This led to an efficiencies in customer experience, lead management and billing

Start ups in manufacturing and tech - Formalise and implement operations and digital strategy

- Understand and evaluate opportunities to fine-tune operations and keeping thing lean
- Implement best practices around SCM, S&D and HR and ensuring people speak one language
- Research and implement digital interventions to ensure ever-evolving operational needs are satisfied

Contact us

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