

CASE STUDY

Tangoe

An acquisition and subsequent merger required a fresh look at strategy, technology, and business processes.

With West Monroe’s support, this newly combined, global organization selected and implemented a core ERP platform and other supporting back office applications in less than four months.

The Challenge

Separate entities with separate systems impacted global data visibility and process efficiencies

Tangoe was acquired by Marlin Equity Partners and then merged with Asentinel, another Marlin Equity portfolio company. Tangoe and Asentinel had three unique ERP systems and faced many challenges, including:

- ◆ Disparate reporting and lack of visibility into global financial operations
- ◆ Manual contract renewals and invoicing
- ◆ Difficulty in consolidated reporting and revenue recognition

The new, combined organization wanted to define what the ideal future state business would look like, and then develop and implement the right tools and processes to fuel their growth.

The Solution

Creating a unified platform in just four months

West Monroe partnered with Tangoe, Asentinel, Marlin Equity, and NetSuite to:

- ◆ Validate NetSuite as the right ERP platform to support the new, combined global business
- ◆ Design the ideal future state back office business applications and processes


THE BOTTOM LINE

WEST MONROE HELPED TANGOE GO LIVE IN FOUR MONTHS - ON TIME AND ON BUDGET

TANGOE HAS BEEN ABLE TO...

 VIEW REAL-TIME BILLING AND REVENUE FORECASTS AND ACTUALS

 AUTOMATE VENDOR INVOICE MANAGEMENT AND VENDOR PAYMENT PROCESSES AND REDUCE COSTS

 ACHIEVE ONE, 360-DEGREE VIEW ACROSS ITS CONTRACT MANAGEMENT AND BILLING PROCESSES

 QUICKLY REPORT ON CONSOLIDATED, GLOBAL FINANCIAL DATA AND KPIs

Tangoe is a technology lifecycle management company that helps its clients accelerate digital transformation

- ◆ Implement NetSuite cloud ERP, the platform best-suited to Tangoe's current and future needs
- ◆ Train users on the new platform, including a formal change management program to maximize adoption
- ◆ Prioritize technology and business objectives, including a detailed back office applications roadmap.

The Impact

Lower cost, greater efficiency, faster reporting

As a newly formed, rapidly growing organization, it was critical for Tangoe to implement NetSuite quickly, so that it could focus on other aspects of

the business, including its long-term technology roadmap and achieving planned merger synergies. West Monroe helped Tangoe go live in four months – on time and on budget. In addition, Tangoe has been able to:

- ◆ View real-time billing and revenue forecasts and actuals
- ◆ Automate vendor invoice management and vendor payment processes and reduce costs
- ◆ Achieve one, 360-degree view across its contract management and billing processes
- ◆ Quickly report on consolidated, global financial data and KPIs

