



Business At Work
Paris, France
www.b-a-w.com

Industry:

Professional Services

Annual Revenue:

US\$11 million

Employees:

100

Oracle Products & Services:

PeopleSoft Enterprise
Financial Management
Service Automation
Customer Relationship
Management

“For more than five years, our PeopleSoft Enterprise solution has entirely fulfilled our objectives, enabling our IT department to function as a strategic tool and contribute significantly to our development and growth.” – Frédéric Garnier, Chairman of the Executive Board, Business At Work

Business At Work Improves Operational Efficiency and Customer Service with Integrated Applications

Business At Work is a management and information systems consulting company dedicated to providing innovative and vertically integrated implementation services to clients across France. The company also offers a wide range of consulting offerings to support and advise its clients in France and abroad at every stage in their IT and business initiatives.

Challenges

- Integrate management tools to support strong company growth
- Improve customer service
- Enhance operational efficiency
- Improve decision making across the organization

Solution

- Implemented Oracle’s PeopleSoft Enterprise applications for financial, service, and customer relationship management to enhance operational efficiency and improve the visibility of critical business information across the enterprise
- Created a highly flexible and scalable IT infrastructure to support strong domestic and international growth
- Enabled access to real-time data, driving more informed and timely decisions
- Enabled employees to quickly access information online from a Web browser, improving productivity
- Enhanced customer service with PeopleSoft Enterprise Customer Relationship Management, which enables Business At Work to more easily track and respond to customer requests and inquiries
- Reduced time and labor costs by centralizing invoicing
- Gained the ability to optimize the assignment of consultants and manage skill sets dynamically, improving customer service