PEGASUS

BUSINESS SYSTEM VALUE ACCELERATION

CONTENTS

"Pegasus designs, develops, implements, and optimizes complex business and IT systems. We connect the disconnected through integration and development services. With 104 engineers globally, we help companies protect and extend their existing software and system assets."

- CLAUDIA PAULA LIMA

CEO

Orthodox thinking on business systems has led to expensive and underwhelming outcomes. Time to think again.

Who are you?

I'm Claudia Lima, An engineer at heart I've been in technical leadership roles for almost 30 years. I've grown with the industry in senior innovation and engineering roles for Cisco, DELL and others and have seen first-hand the problems that businesses are facing in their digital transformation journeys.

What are your customers telling you about their business systems?

Many businesses are caught between a rock and a hard place. They recognise that they need to develop their digital capabilities but can't figure out the best course of action. Let me give you an example. Every business unit in a reasonably sized business will use the best possible software to organize themselves. When viewed from a company-wide perspective, this creates data silos. Companies respond by piecing together company wide processes with excel spreadsheets and manual fixes. In the short term this is ok, however there is no ability to track performance, quickly compile reports, or leverage business automation in a systematic way. Companies large enough consider full ERP solutions which typically involve scrapping their existing software at once or over a period of time. Either way, its disruptive and hugely expensive. I started Pegasus because I believe there is another way.

Where should businesses focus their time & energy?

Good question. In a world where everyone is screaming for budget, it's important to know how to prioritize. Firstly, find a way to coordinate what everybody's doing. Secondly, poor knowledge management is a business risk. Find a way to capture valuable insight. Finally, automate key processes to become efficient and drive visibility. These should be the key focus areas.

What should businesses do?

Simple. Protect what you have by integrating the systems and tools your teams are comfortable using. Secondly, extend the value of what you have with orchestration software. At Pegasus, we believe that what you have is probably very good at what it does. The problem is that it doesn't communicate with all the other applications and systems in your business.

Why should businesses act now?

According to IDC, 80% of business leaders believe problems 'arise because they have different systems and applications that don't speak to each other'. Many companies we work with lose up to 20% in revenue because of these problems. If that's not reason enough to find out how Pegasus can protect and extend your current investment I don't know what is.

Claudia Paula Lima, CEO of Pegasus
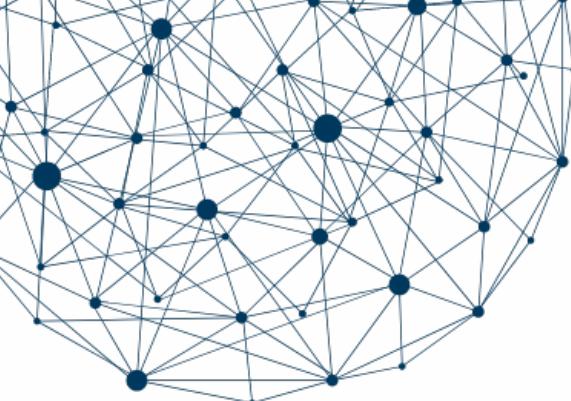
ABOUT PEGASUS

Pegasus is a business systems value maximization firm. We connect the disconnected by **protecting** and **extending** your investment in business systems through services and software solutions that enable organizations to cut costs and boost efficiency.

With an emphasis on integration, we bind existing applications and systems together to create cohesive workflows and then augment them with business analytics, escalation capabilities, and robotic process automation. It is not uncommon for us to find 30% in cost savings and efficiencies in year 1.

Predominantly we focus on manufacturing and extractive industries and work with organizations who are trying to boost productivity, cut costs and become more agile in an ever-changing business climate.

According to IDC, companies lose 20-30% in revenue every year due to business process inefficiencies. The major sources of these inefficiencies are process duplications, data silos and over use of excel spreadsheets. Over 80% of business leaders agreed that problems arise "because they have different internal systems that don't talk to each other. Dealing with this used to be expensive. Not anymore.

"80% of business leaders agreed that problems "arise because they have different internal systems/applications that don't 'talk' to each other."

IDC

Believe or not, we work with businesses who's revenue spans from 30mn to 300mn GBP per year and who's production reporting system doesn't communicate with their warehousing management system or whose ERP isn't integrated with their finance software and whose senior teams are given outdated excel spreadsheets to make difficult decisions from. So what do we do again? Pegasus provides the services and software that connect the disconnected. We leverage our extensive software development and engineering capabilities to integrate systems.

It is not uncommon for us to find 30% in cost savings and inefficiencies in year 1
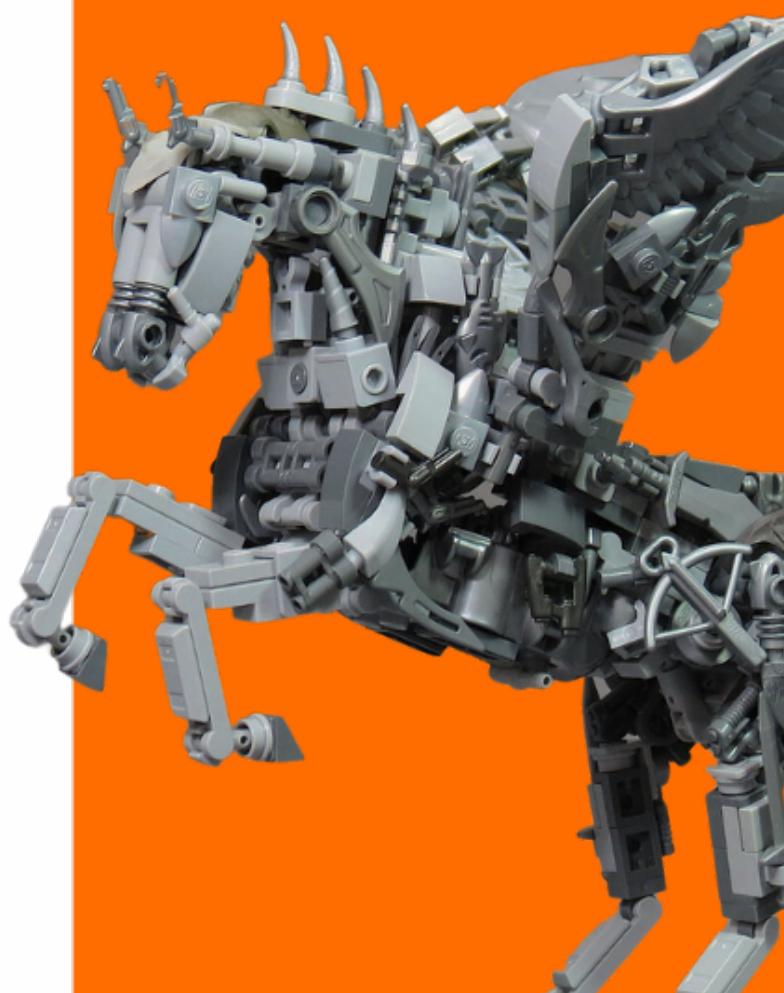
Practical Use Cases

Manufacturing Orchestration and Automation for German Pump Manufacturer

About the client

The client is a manufacturer of standard and bespoke pumps, based in Germany. They have significant sales activity, but their fulfilment process wasn't able to keep pace. Additionally, the company owner wanted to prepare the company for sale to a new owner, so gathering accurate data into an up-to-date financial prospectus was time critical.

The challenge

1. Orchestrate the end to end order fulfillment process; and

2. Automatically extract data from various applications and software and create analysis in the forms of charts, statistics, and reports.

Our Approach

We designed a system to span the lifecycle of order generation and fulfillment. It identified and tracked opportunities for sales. It then managed quote generation, order management, production, deployment and post sales servicing.

The system provided:

1. Tracking of sales opportunities from identification to won/loss, including a post mortem process to identify lessons learned.

2. Integrated CRM capabilities containing real time data about customers and their interactions with and purchases from the company - making it easy to identify new opportunities and to more carefully target sales and marketing efforts.

3. A medium for the compilation of quotes including technical information and configuration including automatic generation of quotation documentation which compiled documents from different sources into one quotation document. We also implemented a workflow so that quotes went through the correct chain of approval (based on price etc) before they were issued to customers.

4. A prioritization system so opportunities that met certain criteria were prioritized.

5. An alert system when things were due or late - this helped to avoid missing quotation opportunities.

6. Detailed information from quotes which were won to the orders process - this cut down the manual data entry and time-lapse between a quote being won and an order being acted on.

7. The ability to call information from the ERP system to send to the production floor.

8. Tracking of pumps sent to customers, maintenance management and post-sale servicing workflow management. This enabled the identification of issues and opportunities for further sales.

9. Management dashboards containing real-time charts, reports and statistics to give an instant oversight of the business - these are clickable to enable a user to interrogate the data behind the chart if required.

10. User configured real-time dashboards so users could monitor their own performance and workload such as their sales statistics and tasks assigned to them.

Discover our services ↗

Compliance and Obligation Management for Mining Company

About the client

The client is an international mining company. They were operating a high-profile mining operation in a remote, undeveloped area in Africa with difficult, mountainous terrain. In addition to the challenges of constructing and operating a mine, they had the complications of establishing the required infrastructure, including roads, a port, a railway, and utility delivery.

The challenge

1. Needed workflows configured for local regulations;

2. Required business processes with well-defined accountabilities;

3. Limited visibility to 'on-the-ground' activities to facilitate collaboration across organizational silos, and; minimize costs and real-time reporting of compliance status.

Our approach

Following our intensive requirements capture, we were able to rapidly translate a set of complex requirements into a working cloud-based mobile system which:

1. Divided the system into a series of work areas based on different areas of compliance/work

2. Recorded all obligations - monitored compliance against them

3. Recorded actions assigned to specific employees for each obligation which had due dates - thereby making people accountable

4. Implemented a workflow so that actions were automatically assigned correctly without an employee needing to remember the next step - it was all automated

5. Issued alerts when things were due, late or at risk - this acted as an early warning system which helped people to plan and to avoid non-compliances arising and avoided missing permit renewal dates for example

6. Automatic escalation of issues to managers when appropriate - thereby helping managers to manage their team and mitigate risks of non-compliance

7. Document management including storing documents and linking them to relevant obligations and actions

8. Provided knowledge bases/help in terms of both using the system but also with how to manage obligations - this helped to reduce the impact of employee churn

9. Provided vital management tools in the form of real-time dashboards providing snapshots of compliance status for different areas, identifying areas of risks, areas of over compliance and other data analysis

10. Supports internal and external audit processes as it is fully transparent and logs every change made in the system and provides real-time reporting

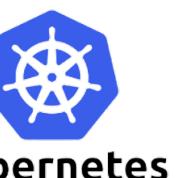**Discover our services**

Partners

Pegasus partners to ensure we have the right competencies to enable companies to make and then execute the right deployment and integration decisions for their situation.
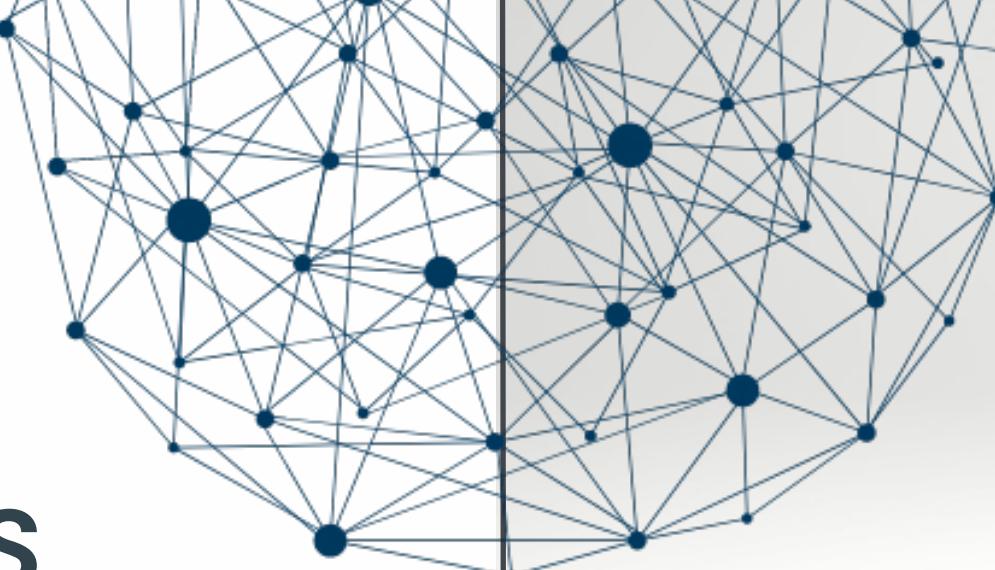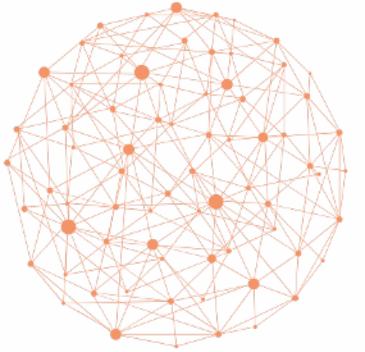
CONTACT US

WILLIAM CASS
DIRECTOR

ANDREAS MOUZAKIS
BUSINESS DEVELOPMENT MANAGER

PEGASUS

Magnolias, Cryers Hill Road, Buckinghamshire. HP15 6JR.
United Kingdom
+44 (0) 1494 325960
4marketing@pegasus-consultancy.co.uk

www.pegasus-consultancy.co.uk