

Employee Efficiency Software

**Autonomous
Teams**

A large, semi-transparent blue circular icon containing a downward-pointing arrow, positioned behind the text.

**Immediate
Savings**

**Sustainable
Change**

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ACADiA[®]

Start small, see faster results – then build on your momentum

Regardless of methodology – Continuous Improvement, Six Sigma, Operational Excellence – companies in every industry are finding success by making incremental, ongoing improvements to processes, products and services.

While the changes may be incremental, the results are anything but.

Financial services teams find a competitive edge through cost savings, product improvements, and risk reductions by sharing ideas across all of their offices.

Service providers keep customers happy and bring in new ones through superior customer service that spans online, phone and, in-person operations.

But all too often, we see clients who are eager to adopt a culture of

continuous improvement in their business, stall out before they begin.

Changing the culture of your company is no small task. As you begin to think about all the different departments, people, and resources needed to pull it off, it can feel overwhelming. Sometimes frustration with the distance to the goal can discourage us from getting started.

What we've found works best is to make the process of adoption and deployment continuous as well.

By identifying smaller use cases, you can run your improvement process and get to tangible results faster. Then use those results as a slingshot to power your next project. As you become more comfortable with the tools, you can tackle bigger projects with larger returns.

Help your teams operate more efficiently when you provide them with the right tools

Your most critical business metrics can improve faster when you help each member of your team perform tasks the right way, every time. When everyone is working from the same playbook, you'll hit your goals faster and easier.

4 Improve

Combine data from employee execution with improved business metrics to understand what efforts to double-down on and what efforts to eliminate.

3 Check

Based on recurring points of failure and employee feedback, determine what process changes could generate better outcomes.

1 Identify

Identify a performance metric you'd like to improve based on your team's goals. Establish a benchmark.* Build a plan to hit your objectives.

*(Audit scores, line yields, quality, etc.)

2 Document

Update process documentation, retrain team members, and confirm understanding with training and learning tools.



Combine your operational data with employee performance data, deploy changes, and watch in real time as they improve.

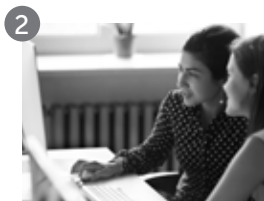
How it works

Here's an example of a common strategy used to train employees on a new process.

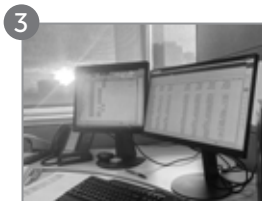
You might find it familiar. You'll probably also find the results familiar.



1 Training begins with classrooms, an LMS or other outdated tools



2 Shoulder-to-shoulder training distracts and strains tight resources



3 Job aids are limited and tough to access



4 Training effectiveness is difficult to gauge



5 Lack of confidence is a major driver of turnover

Acadia eliminates the parts of the process that are difficult to control and quantify. It replaces them with better access to information and employee accountability.



1 Training content is relevant and easy to follow, including multi-media job aids



2 Confirm receipt and comprehension of critical policies



3 Employees confirm completion of each step of the process



4 Managers understand who needs additional training support



5 Confident, well-trained employees perform better and help to improve the system

Improved O2C process execution saves millions

Large enterprise companies that consolidate through mergers and acquisitions are prone to enormous complexity in business operations such as Order to Cash (O2C). When competing or conflicting proposal, quoting, billing, and collection processes aren't reconciled, confusion and rework become commonplace.

Small mistakes, driven by failure to follow One Best Way processes, cascade through the O2C process costing millions of dollars in dispute management, collections, and ultimately writing the revenue off.

Failure to deploy consistent processes across all business groups not only threatens the anticipated cost savings that come with scale, but also damages customer relationships.

Our client grew through M&A activity to become the largest global manufacturer and service provider of commercial building operations equipment.

Because the company was formed from multiple businesses, each had their own procedures for managing common back-office processes. While these mergers were intended to make the company a full-service supplier for their largest global customers, the initial experience was still more akin to working with multiple different firms.



Process Execution is Critical

It can literally save you millions!

With Acadia as the single source of truth for operational SOPs, job aids, and policies, our client drastically improved customer service. The company has since reduced errors, rework, and disputes in the O2C process by ensuring orders are sold, delivered, and billed consistently and accurately. More importantly, they have created a unified customer experience across all touch points.



Standardizing cash operations across our shared services teams has significantly decreased rework and errors in our billing operations and beyond.

– Director of Training & Quality

Outcomes

- Significant cash savings due to decrease in error rate, rework, and billing disputes that otherwise would have been written off
- Invoices that passed the company's review process on the first round improved by more than 40%
- Standardized Order to Cash operations across 12 regional shared services groups
- Rapid adoption of new policies and regulations across all territories
- Unified customer experience across all touch points and business units



Sharing best practices across all teams, facilities and regions, makes a global continuous program even more powerful.

Recognize project savings faster

Rapidly deploying an extension of an existing shared services team can feel daunting under any circumstances. Onboarding a large group of people at one time is challenging and can take a lot of time when using traditional classroom and LMS methods.

Once team members are trained and working, ensuring they comply with procedures and maintain a low error rate can take even longer.

During that ramping up period, many businesses will anticipate a high error rate and not expect the new group to perform well for a long period of time. That doesn't have to be the case.

Companies that use new training tools and methods, like those enabled by Acadia, will onboard and train teams more rapidly and

reliably. If team members are trained while performing work and using tools that will be available to them on the job, they learn faster and make less mistakes.



Just 4 Months to See Results

A new, near-shore Shared Services organization was set up and performing to the company standard in four months

When our customer challenged their VP of Continuous Improvement to stand up a near-shore call center and shared services office in just four months, he immediately turned to Acadia.

He quickly onboarded and trained a new staff in Mexico. Overflow work from domestic operations transitioned to the near-shore

office with no downtime and limited overlap in service. The team was trained using the same documents and job aids they would use in their day-to-day work.

Today, the staff of the Mexican office uses Acadia every day to quickly and accurately answer customer questions and follow company procedures for managing billing and other financial activities. The office is also a model for training and onboarding across the company. training support.

Acadia is a lifesaver. We never could have launched our shared services in a near shore location so quickly, and with so few problems, without it.

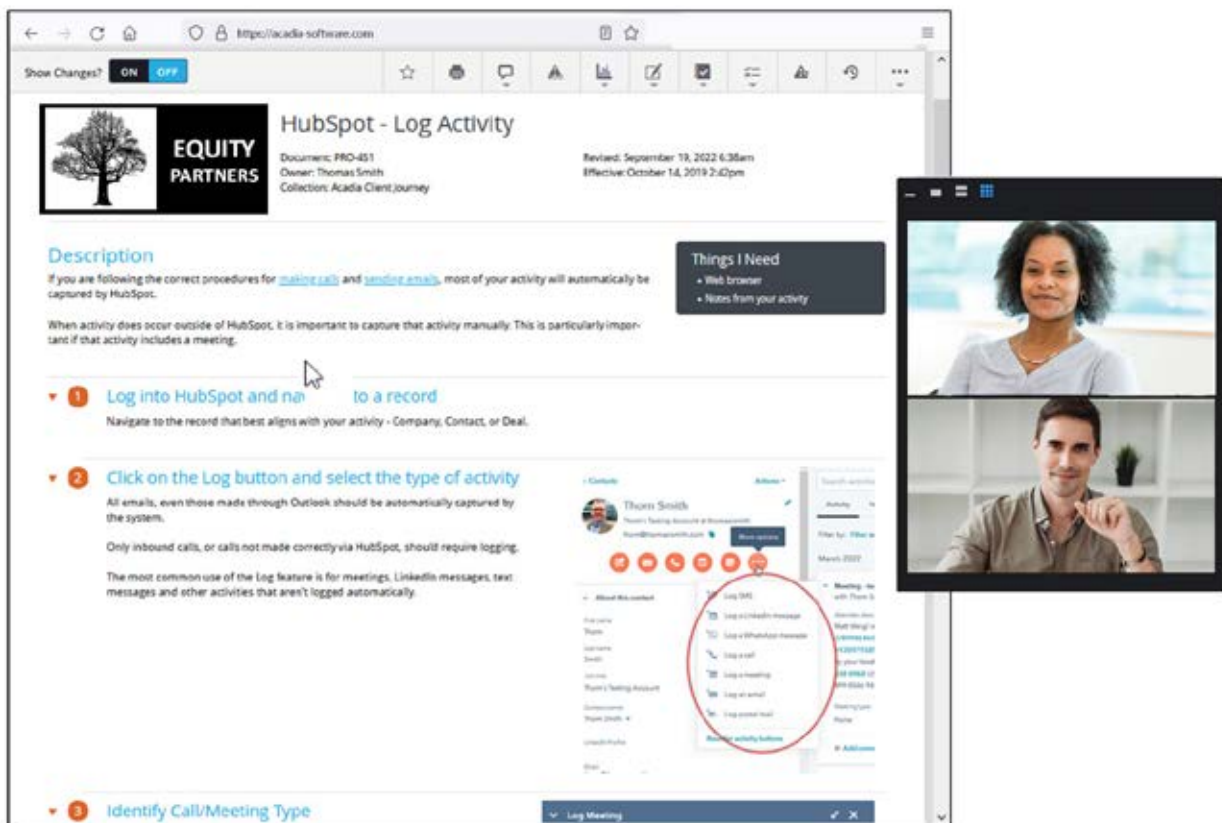
– VP Continuous Improvement

Outcomes

- Near-shore office up and running in four months
- No service downtime during transition of work from domestic to near shore
- Hundreds of new staff trained
- Reduced rate of errors and rework compared to domestic office

Ready to learn more?

Book a demo and see how you can hit your targets faster on your next project



In 30 minutes, we'll show how easy it is to:

- Create process documentation
- Capture employee feedback
- Deliver front line work instructions
- Improve efficiency and reduce waste
- Crush the goals of your next project

Schedule a time that works for you:

acadia-software.com/demo

Or 1- 877-797-2554

Every Employee Can Be Your Best Employee

Learn more at www.acadia-software.com

1.877.797.2554

The logo for ACADiA, featuring the word in a bold, white, sans-serif font. The letter 'i' is lowercase and has a small orange square above it. A registered trademark symbol (®) is located to the upper right of the 'A' at the end of the word.

ACADiA®

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