



# CONCENTRIX BUILDS ITS STRATEGIC EDGE

using Sage X3 and Sage Enterprise Intelligence



Concentrix embarked on an initiative to provide a single point solution for all its accounting and reporting needs. The solution it selected was Sage X3 with Sage Enterprise Intelligence.

## Customer

**Concentrix**

## Industry

**Business services**

## Location

**Global**

## System

**Sage X3**

**Sage Enterprise Intelligence**

Concentrix is a leader in high-value global business services. It partners with clients to deliver end-to-end customer engagement services, technology innovations, analytics, process optimization, and business improvements. With a presence in 25 countries and a staff of more than 90,000 who speak 40+ languages, Concentrix works to make its clients more competitive.

## Positioning for greater growth

Recently, Concentrix embarked on an initiative to provide a single point solution to its accounting and business reporting needs. The company sought a powerful, global business management solution that it could deploy to its offices around the world, enabling each to operate in

the appropriate functional currency and language, while facilitating a cohesive view of the organization's operations.

"Our company continues to grow," explains Jeremy Cheetham, finance director for European operations. "So we need an accounting platform robust and scalable enough to handle our growth, and one that could help us standardize and support our global operations."

After a comprehensive search, the solution Concentrix selected is Sage X3 with Sage Enterprise Intelligence. "Sage X3 is the solution we selected to manage our data and operations," Cheetham says. "We have multiple functional currencies and legislations represented across all our entities in more than 25 countries, and Sage X3 is designed to support that."



## Intelligent reporting

Financial and operational reporting across such a large and varied enterprise can be exceedingly difficult. Sage Enterprise Intelligence is a business intelligence reporting solution that integrates tightly with Sage X3 and is engineered to address the challenges faced by complex organizations like Concentrix.

"Sage Enterprise Intelligence enables us to centralize and standardize our reporting," explains Cheetham. "It makes our vast quantities of data easily and quickly accessible to our teams around the globe."

Using Sage Enterprise Intelligence, each individual delivery location can draw out the specific information it needs, while at a corporate level the corporation can pull the consolidated data it needs, regardless of country or currency. "This flexibility and power makes the solution highly cost-effective for us to use," notes Cheetham. "One reporting solution can do it all."

## Professional implementation

Concentrix chose Tangerine Software, the publisher of Sage Enterprise Intelligence, to implement the solution across its entire organization. "Tangerine Software was an ideal partner for rolling it out on such a large scale," says Cheetham. "They provided comprehensive training and helped us create and adapt reports and queries to address our various challenges and user needs. We found Tangerine Software to be excellent to work with. They are pure professionals."

## Broad adoption rate

Currently, Concentrix has in excess of 200 licenses for Sage Enterprise Intelligence, but hundreds more actually use and rely on the software. "Since we have concurrent-user licenses and we are a global company, users are accessing the software at different times," explains Cheetham. "This arrangement provides us with a lot of value for the investment."

With highly configurable security controls, Concentrix can ensure that employees can access only the data they need to perform their jobs.

"Our users find Sage Enterprise Intelligence easy to use," says Cheetham. "And our finance and accounting teams love the ease in which they can exchange data in Excel."

## An essential solution

Together, Sage X3 and Sage Enterprise Intelligence form an ideal solution for Concentrix. Sage X3 is the global business management application Concentrix relies on to support its current financial operations. Sage Enterprise Intelligence delivers actionable insight into the company's business data, enabling it to strategically manage and promote its continuing success.

Cheetham concludes, "If you have Sage X3, Sage Enterprise Intelligence is essential. It allows you to get the maximum value from your corporate data in a very effective and efficient way."

*"Sage Enterprise Intelligence makes our vast quantities of data easily and quickly accessible to our teams around the globe."*

Jeremy Cheetham, finance director Europe, Concentrix