

CASE STUDY

PROJECT HAMMER

*Consumer Services Company
Consolidates for Systems and
Processes for Savings, Speed to
Market*





INDUSTRY

Consumer Services



SOLUTION NEEDS

Consolidation of systems

THE BACKGROUND

A consumer services company, established in 2016, quickly became a national leader in home maintenance and repair services specializing in heating, ventilation and air conditioning, plumbing, and electrical services. The organization realized that to make a greater growth impact with their investments and services, they needed to rapidly expand their footprint.

THE ASSESSMENT

The company had six different entities serving its customers nationwide, causing the organization as a whole to struggle under disparate financial and customer management systems. Business units also faced redundant systems and processes in IT and accounting. The company wanted to reduce its operational costs and improve visibility into financial decision-making, yet found it hard to do so with inconsistent and segmented systems.



THE SOLUTION

The Roll-up Strategy

RKON created an integration initiative for platform IT that would serve as the foundation for the whole organization. We developed this project post-close, so once the agreement was in place, the company could move quickly and consolidate its entities into an efficient, single-functioning operation with one set of finances.

Platform Creation

Cloud-based solutions and outsourced IT were implemented to enable organizational realignment, thus creating a centralized operation while institutionalizing key processes.

Bolt-on Consolidation

The company eliminated redundant systems, processes, and staff through consolidation for greater efficiencies. In turn, it simultaneously improved visibility and transparency in decision-making and increased execution speed.



THE OUTCOME

Our partnership with the consumer services company enhanced their overall project collaboration and cohesiveness, which fostered key results. For example, the platform we implemented saved the company \$250k per year. The accelerated time-to-market also increased their returns and allowed early redeployment of funds. The private equity firm that bought them was able to consolidate all entities into one in less than three years.

BENEFITS ACHIEVED

- **ELIMINATION OF REDUNDANT SYSTEMS, PROCESSES AND STAFF**
- **IMPROVED VISIBILITY AND TRANSPARENCY**
- **\$250K PER YEAR SAVINGS FOR THE COMPANY**

ABOUT RKON

RKON has specialized in IT transformation since 1998, helping private equity and enterprise firms go from vision to execution and achieve "Quiet IT," in which IT seamlessly serves the business strategy versus getting in the way of execution. Headquartered in Chicago, IL our team has developed a refined approach through years of experience. We deliver a clear vision of scalable, agile, secure, cost-optimized and low-risk end state. To do this, RKON provides IT solutions in three stages: first building an advisory practice that sends the strategy in the right direction; an execution practice that ensures the vision is turned into reality; and a management practice that keeps the vision on track as IT evolved to best serve the business.