



consulting



CASE STUDY

TRANSFORMING FINANCIAL OPERATIONS FOR A GLOBAL MANUFACTURER

A global manufacturing client recognized the need to revamp its existing rebate system to accurately assess rebate accruals and the corresponding credit and debit transactions. A new system was envisioned as the cornerstone of the client's financial operations, enabling them to react promptly to any changes in rebate agreements and market conditions.

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THE CHALLENGE:

Legacy Application Used for Rebate Calculations Needed Technology Modernization and UX/UI Updates

The client's reliance on an outdated application built on technology that was over two decades old had become a major obstruction to efficient operations. The driving force behind this initiative was the client's growing need for a more dynamic and responsive solution that could adapt to changes in the rebate structure throughout the fiscal year. With very few subject matter experts (SMEs) within the organization who were well-versed in the intricacies of this legacy system, the risk of knowledge gaps and bottlenecks in rebate processing had become increasingly apparent. The user experience (UX) and user interface (UI) of the old application were far from intuitive, creating frustration and inefficiencies among users as well as issues with the speed and accuracy of rebate calculations. These challenges collectively highlighted the urgent need for a comprehensive overhaul of the rebate system to modernize technology, improve usability, and enhance the organization's overall operational efficiency.



THE SOLUTION:

Thorough Use Case Analysis and Rebuild of a User-Centric Modernized Rebate Application

In response to the challenges faced in modernizing the outdated rebate system, Judge Consulting undertook a well-structured phased approach. The solutions implemented in the rewrite were done using modern .NET secure application code that was comprehensive and tailored to address the specific needs of the client. To provide the client with valuable insights, Key Performance Indicators (KPIs) were established and served as a bridge between the backend data and the user interface. They allowed the client to gain real-time insights into the rebate process, thereby aiding in decision-making and performance monitoring.

Judge Consulting took a user-centric approach by conducting interviews with business users. This in-depth analysis led to the identification of hundreds of use cases for the application. This extensive list was then carefully examined to narrow down the actual system features, ensuring that the application was not overloaded with unnecessary functionalities. Additionally, user testing and research helped fine-tune the application to accurately match user preferences and needs. Recognizing the importance of user adoption, a 90-page user guide was created. This document detailed the benefits of the new rebate system, guiding users on its functionality, features, and the value it brought to their daily operations. It played a critical role in facilitating a smooth transition from the legacy system, ensuring user adoption, and maximizing the system's potential for users.



"The real-time insights put in place by Judge enabled the client to offer more informed and timely support to customers."

THE RESULT: **Rebate System Transformation Leads to Operational Efficiencies and Cost Savings**

The rebuilding of the rebate application resulted in improved cost savings, a crucial metric for any organization. By streamlining operations and improving the accuracy of rebate calculations, the client witnessed a reduction in operational costs. The modernized system minimized errors and inefficiencies, enabling the client to allocate resources more effectively. The user-centric approach made the application more user-friendly and intuitive, a pivotal factor in retaining and attracting customers.

Judge's new application improved security parameters, implemented additional workflow engine rules, and allowed for future system enhancements. The real-time insights put in place by Judge enabled the client to offer more informed and timely support to customers. This enhanced service, combined with a more efficient rebate system, strengthened the client's reputation for excellent customer service. The project was not merely a short-term fix but rather a multiple-year engagement.

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