

▶ Savista® Corporation

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— DOUG HARRISON, CHIEF OPERATING OFFICER, SAVISTA CORPORATION



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— SKIP WOMACK, VICE PRESIDENT AND CIO, SAVISTA CORPORATION

▶ integrated and scalable extended solutions.

Business Issues

To serve the expanding midmarket customer base for its business process outsourcing (BPO) services, Savista Corporation needed to deploy new financial management and human capital applications that were richer in functionality and integrated with a single look and feel. The new BPO services would have to be competitively priced, easy to deploy and easily scaled to meet new demand from Savista clients.

After an extensive evaluation of competing products, Savista chose a combined hardware and software solution from Infor and IBM as the basis for an innovative new BPO service.

The Company

Savista Corporation is a leading provider of business process outsourcing services to more than 100 companies in the midmarket. Savista’s BPO division (Savista-FSC) leverages technology and processes to provide accounting, payroll and human resource services. Savista’s Technology division is a leading provider of restaurant-focused technology solutions and business services. The company provides services for more than 7,000 restaurants and midmarket companies in 60 countries. Savista delivers point of sale (POS) and restaurant operating systems for 40 of the world’s top restaurant chains.

The company is headquartered in Wichita, Kansas, USA and also has offices in Sao Paulo, Brazil. A privately owned company, Savista has 450 employees.

company -----	Savista Corporation
solution -----	SSA FM, SSA HCM, SSA CPM, SSA Workflow
platform -----	IBM® eServer™ iSeries™ and xSeries®
operating system -----	IBM OS/400®
middleware -----	IBM WebSphere®
database -----	IBM DB2®
industry -----	Business Services
employees -----	450
country -----	USA

What's Critical

Savista needed to replace an outmoded hardware and software infrastructure that no longer supported its business model and plans for the future. The applications it was using to provide financial management and human capital management services to its global client base could not be integrated and had no uniform interface. In addition, Savista’s hardware infrastructure was not scalable, so the company could not respond quickly to new opportunities.

“Many of our clients are in competitive, fast moving industries such as restaurants and hospitality,” explains Doug Harrison, chief operating officer, Savista Corporation. “They look to us to help them stay competitive, so it is imperative that we continually find ways to improve the flexibility, functionality and cost effectiveness of our service offerings.”

According to Harrison, the company knew that offering a fully integrated, easy-to-use solution would help its clients make great strides in meeting their business objectives. Savista also focused on the scalability and reliability of its BPO services. “We have clients all over the world and they need our systems to be up and running 24-hours a day, seven days a week,” he continues.

Finding the Right Solution

After identifying its core requirements, Savista worked with an outside consulting firm to evaluate competing solutions based on an analysis of 1,400 data points. “After completing this analysis, it became clear that the applications and midmarket expertise offered by Infor were the best match for our needs,” says Skip Womack, vice president and chief information officer, Savista Corporation. “The Infor applications have the functionality our customers demand and the integration we need to make our BPO offerings easy to use.”

Savista chose SSA Financial Management to offer clients accounts payable, accounts receivable, general ledger, budgeting and inventory management capabilities; and SSA Human Capital Management to offer clients core human resources capabilities such as payroll, benefits, training and performance management.

Savista is also leveraging SSA Corporate Performance Management to provide clients with accurate and timely reporting for improved operational visibility and compliance with government mandates, as well as SSA Workflow to help clients automate processes.

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—SKIP WOMACK, VICE PRESIDENT AND CIO, SAVISTA CORPORATION

► strategic solutions for better business value.

For Savista, the right solution meant more than industry-leading software functionality. They needed a way to quickly deploy the solutions in a full-strength, redundant hardware environment. For that, Savista turned to Infor's strategic partner, IBM.

Savista chose to have the Infor applications hosted at an IBM On Demand Center because it would give the company reliability, scalability and a fast time to market. They are also using IBM WebSphere middleware as the gateway for their clients' access to the Infor applications hosted by IBM.

Acknowledging that the partnership between Infor and IBM truly enhanced Savista's ability to deploy its expanded BPO services, Womack notes, "It really is a situation where the business value of the total package is far greater than the sum of its parts."

Implementing Fast

The collaboration between Savista, Infor and IBM was instrumental in the successful deployment of the new BPO offering. Savista found it very easy to get the Infor applications up and running at the IBM On Demand Center.

"Our biggest challenge was in migrating our customers' data over to the new system," Womack says. "The Infor and IBM team helped us meet that challenge head on. On average, we've been able to complete client data conversion in about 80 hours."

Making it Pay

"The client feedback on our implementation has been great," Harrison says. "The fact that we can leverage Infor to offer integrated finance and accounting and HR outsourcing services with a single look and feel has helped us close new business."

In addition to helping Savista expand its business, the combined Infor and IBM solution is helping the company and its clients reduce expenses. "We help our clients maximize their top-line growth by focusing their time and resources on core business processes," Harrison says. "One of the biggest opportunities we offer our clients is the ability to forego making major capital investments and the time it takes to implement an internal solution. We can deliver a BPO solution in two or three months that could take the client as long as three years to implement internally."

Savista places great value on the collaborative relationship they have with Infor and IBM. "When we identify new client requirements, we collaborate with Infor and IBM to determine how best to address the new opportunity," Womack says. "If the requirements call for deployment of new software functionality from Infor, we can then work with both companies to get the new functionality deployed quickly at the IBM On Demand Center."

Womack says the scalability of its new business process outsourcing offerings has given Savista competitive advantage. "As our business grows, we can easily meet the demand by just ratcheting up our hardware requirements with the help of the IBM On Demand Center," he says.

Forward Faster™ — Into the Future

Infor and IBM are playing an integral part in Savista's plans to continually expand its reach across the midmarket. "The Infor strategy for developing and acquiring new financial management and HR capabilities aligns well with the trends in demand that we're seeing from customers," Womack says. "Because of the close relationship between Infor and IBM we will be able to quickly and cost effectively deploy the new functionality and extra capacity we need to serve an expanding list of clients."

"The relationship we have with Infor and IBM is based on trust," Womack concludes. "I'm confident it will be a relationship for life."

About Infor

Infor delivers fully integrated enterprise solutions for a wide range of industries, as well as best-in-class, stand-alone products that address the essential challenges its customers face in areas such as enterprise resource planning, supply chain planning and execution, customer and supplier relationship management, asset management, product lifecycle management, financial and performance management as well as business intelligence solutions. With 8,100 employees, Infor provides enterprise solutions to more than 70,000 customers and has offices in over 100 countries. For additional information, visit www.infor.com.

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