



HARMONIZER

ACCESS TO THE RIGHT INFORMATION, EVERYWHERE

IT PROVISIONING / ACCESS MGT



Client Problem

- Your employees need to connect with many applications each day to perform their role. A common challenge is ensuring that they have the right access to the right systems, which if done securely will only provide them with the minimum access required for their role, enforcing a principle that is referred to as 'least privilege'
- Staff time is spent on the IT provisioning process that could have better been spent on value add activities. In addition, (expensive) Identity & access management (IdAM) software platforms or workarounds may need to be deployed

Harmonizer Solution

- Harmonizer is able to read employee and user account information from any HR system and directory service (e.g. Active Directory, LDAP, GSuite). On a periodic basis, Harmonizer reads information from each system and automatically creates a user account for every new user, including any profile information such as contact information, function, department, etc.
- Harmonizer can be fully tailored to the needs of the client, including applying filters to ensure that only the appropriate profile (access rights) are given to each user account for the target application, and revalidating this access at any frequency desired.
- Harmonizer supports workflows to automate revalidation processes and log all changes for compliance and audit purposes.

Return on Investment

- Using Harmonizer, the client will receive a robust, automated and fully tailored process for the provisioning of user accounts and ongoing access management. Depending on the situation, the added value can include:
 - Automating a manual IT provisioning process: e.g. 300 accounts are created, modified or deactivated per year, saving 75 hours of time that IT staff can allocate to more impactful tasks (estimated 15 to 30 minutes per account, including troubleshooting). Estimated annual savings range between \$5,000 - \$9,000
 - Not having to invest between \$30,000 - \$75,000 in a mid-tier IdAM platform or custom built solution
 - Leveraging Harmonizer's managed service can typically provide organisations with a net annual saving between \$3,000 - \$74,000



HR - HIRING



Client Problem

- A client has an existing HR application (e.g. Gusto, BambooHR, SAP SuccessFactors, Oracle HRM, ...) and wishes to implement a new Application Tracking System (ATS) for managing their recruitment
- If a candidate in the ATS is selected and a decision is made to hire them, the new hire needs to be onboarded by registering them within the HR application. Typically, this is a manual effort, with a HR team member required to copy the data from the ATS to the HR system

Harmonizer Solution

- Harmonizer periodically reads the technical interface from the ATS system to check if any applicants are marked for exportation
- For new employees, harmonizer will perform a number of sanity checks to ensure the completeness of the data and, in case of issues, an automated email is sent to the HR team for follow-up
- As required, Harmonizer can perform any number of data transformations during the onboarding process, such as generating a personnel number as the applicant information is transferred to the HR system

Return on Investment

- Larger organisations typically hire 100's of new employees every year. The amount of information that needs to be collected and recorded for each staff member is extensive, which requires a large amount of manual effort, can introduce the possibility of errors, and can cause delays in the hiring process
- By leveraging Harmonizer, a client can save a tremendous amount of time for their HR team and have a significantly more reliable, quicker and efficient hiring process
- For a medium size business that, depending on their sector, can typically hire between 100 to 500 staff per year, it is estimated that the integration will save 1 hour of time per applicant, providing an estimated net saving between \$2,000 - \$20,000 per year



LOGGING CUSTOMER CALLS



Client Problem

- Service based organisations have many interactions with their customers over the phone that need to be logged
- In many of these organisations, the existing telephony applications and call tracking applications do not integrate well with their CRM application, resulting in many details of the call being needed to be entered manually into the CRM by call centre staff, wasting many hours of administrative time

Harmonizer Solution

- With Harmonizer, the telephony and CRM applications can be integrated so that all caller metadata flows through from the telephony into the CRM application automatically
- Data can be transformed in the Harmonizer process, and can include all thinkable attributes, such as telephone number, call duration, but also its relation to lead attribution data from existing marketing campaigns and channels

Return on Investment

- A client had 50 staff in their call centre who spent approximately 5% of their time manually logging call metadata (e.g. caller ID, fetching records in the CRM application, adding date, time and problem area based on options chosen in caller menu, etc.), before entering any details of what the call was about. This equated to 2.5 FTE per year, at an average salary of \$60,000
- Using Harmonizer, we were able to provide a net saving of approximately \$140,000 per year to our client who invested \$10,000 in a worry free, managed premium service system integration for two systems



EVENT MANAGEMENT



Client Problem

- An event organiser used separate applications to register attendees, process this information in their CRM application, issue tickets and ultimately register their attendance (check-ins) at events. Once a ticket was sold via a service provider's website, an email would arrive that staff needed to process in their CRM system for marketing purposes. The service provider would issue a ticket, however this information would need to be processed in a separate application for checking in attendees on the day since this application better suited the needs of the organisation than the free service provided by the service provider. Finally, event attendance was a key attribute that marketing needed to be fed back into their CRM application.
- All the associated manual data inputting tasks slowed down the end to end process and, instead of doing value-add marketing activities to grow the business, the marketing team ended up spending a lot of their time on manual processing in the CRM and check-in applications

Harmonizer Solution

- Harmonizer was able to provide full automation for these information flows. Once an attendee registered via the service provider's application, information flowed seamlessly through to the CRM and was subsequently automatically enhanced by the event check-in applications

Return on Investment

- The worry free managed service via Harmonizer saved the Marketing team a considerable amount of time, estimated between 80 - 160 hours annually. Whilst there was only a modest direct saving of FTE time through this integration, the Marketing team was able to focus its efforts on revenue growth activities.
- Additionally, future marketing campaigns were now more targeted as more key attributes were available in the CRM application, as well as more relevant information related to customers, leading to a better customer experience in terms of receiving marketing communications on events that were of interest. This made the relatively modest investment in Harmonizer well worth the money, and more valuable than the direct annual net savings estimated between \$1,000 - \$5,000.



STREAMLINING DISPARATE SYSTEMS



Client Problem

- A consulting firm implemented a new dedicated CRM application and accounting software to replace their legacy integrated ERP system. An expensive, custom build integration between the CRM and the accounting software was developed. Every day, there were issues with data transfer not or partially occurring, and error logging wasn't working properly
- Frustrated consultants had to deal with many issues, including duplicate sales invoices being generated, missing invoices, stalled purchase orders, vendors that were marked as paid in the system but did not receive cash, and multiple payment reminders going out to clients who had already paid their invoice. The firm was losing business and damaging their reputation over this issue.

Harmonizer Solution

- Harmonizer now supports all data exchanges and transformations required between the CRM and accounting system to support the desired business processes.
- Subsequently, all integrations are continuously monitored as part of the managed service for data integrity and performance, and are tested and maintained for all subsequent updates to the CRM and accounting system's APIs as part of a fixed, predictable, monthly maintenance fee.

Return on Investment

- The initial custom built integration cost \$70,000, an investment that could have been avoided entirely by using Harmonizer from the outset. Combined with the FTE time spent between consultants, IT and Finance to constantly investigate and resolve the data integration issues, this easily accounted to \$100,000 for the first year of build and use. This was replaced by a modest investment of \$10,000 for the one off customisation and managed integration via the Harmonizer system for two basic systems.
- In addition, and of greater importance, there were no further negative impacts to revenue or reputation due to the adverse effects on customer and contractor experiences respectively.



MEER WETEN OVER DE MOGELIJKHEDEN?



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