

“We wanted a comprehensive business solution in place that would help us take our client service to the next level.”

PETE REGAN
CHAIRMAN
ERM

ERM



Industry:
Environmental Consulting

Geography:
Headquartered in
London, England, UK
135 office across 40 countries

Employees:
3,500

Website:
www.erm.com



PETE REGAN

Challenge

In 2001, following their management buyout, ERM recognized the need to transform the firm into an integrated global entity to better service their clients' needs. In order to meet this goal ERM realized that their disparate systems and business processes needed an overhaul.

The objective was to identify a solution that would enable project managers to have the tools to manage in real-time across their project portfolios and geographies. In addition, management wanted to provide finance staff with improved systems to avoid duplication in data entry so that time could be better focused on value add analysis.

“Our aim was to identify a solution that would integrate and streamline our multiple operating companies into a single integrated platform,” said Pete Regan, Chairman of ERM. “A key element of better client service is the efficient interaction and knowledge sharing across the organization. We wanted a system in place that would help us take our client service to the next level.”

Solution

ERM's search identified BST Global as the best solution provider for a number of reasons:

knowledge of the environmental consulting industry, a solution that easily scales to support future growth, and BST Global's commitment to partnering and personal service.

When looking at solution requirements, ERM has a significant number of projects that utilize resources from more than one operating company; therefore multi-company and multi-currency capabilities were of particular importance to them.

Selecting BST Enterprise as their global ERP solution allows ERM staff to seamlessly collaborate together on projects, regardless of their location or their project or company functional or billing currency. Working from a single database, BST Enterprise eliminates the need to enter data multiple times, thereby reducing the scope for human error and reducing data processing time. Furthermore, since the BST Global solution is 100% web- and portal-based, it allows data entry, review and processing anywhere, anytime by anyone with PC and Internet connectivity. This enables worldwide collaboration and project management throughout the project lifecycle.

This type of cross-company, cross functional relationship between all ERM staff, wherever they may be based, delivers both an internal,



efficient and integrated business process as well as a professional interface and solution for clients.

Results

With the increased visibility provided by BST Enterprise, ERM has been able to improve and streamline business operations dramatically. Through role based dashboards, key business leaders can now manage in real time, identifying trends and anomalies which enable faster and more pro-active decision making.

- The firm has realized significantly improved cash flow via improved management of receivable and work-in-progress control (DSO days). Cash-flow has consistently been in excess of 100% of profit and DSO days are at their lowest ever levels.
- ERM has delivered better project outcomes for clients as reflected by client feedback questionnaires. The integration of BST Enterprise with ERM's knowledge sharing platform "Minerva" has facilitated knowledge transfer and enabled delivery of even higher value to clients.
- ERM has grown earnings by expanding the business into new geographies and new practice areas. Having common systems ensures new office set up is easier to rollout and manage. ERM has consistency and uniformity in application of key processes and can clearly identify any divergence. ERM Gross Revenues have more than doubled since 2001 from \$289m to \$638m in 2008.

ABOUT ERM

Environmental Resources Management (ERM) is the world's leading provider of environmental, health and safety, risk and social consulting services. ERM delivers innovative solutions, assisting companies in managing their environmental and related risks. With more than 3,500 professionals in 40 countries, ERM is a truly global organization. ERM has adopted a number of significant changes over the last decade in order to become the leading global player in the industry. System changes have been an integral part of this development.



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