



Success Story

Helping Our Partners Succeed



Convergys

The Customer

Headquartered in Cincinnati, Ohio, Convergys employs nearly 75,000 employees who serve clients in over 70 countries, speaking more than 35 languages, from 85 contact centers and other facilities across the globe. Convergys has been named a Fortune Most Admired Company for nine consecutive years, and more than half of the top 50 Fortune 500 companies are Convergys clients

The Challenge & Opportunity

With multiple SAP implementations in production it was a challenge to find the right resources on time and under budget. Crucial project timelines were at risk, Convergys needed seasoned professionals who required little to no training. The goal was for highly-skilled resources to come in and provide innovative solutions quickly and efficiently while remaining cost-effective.

The Strategy

ARK Solutions partnered up with Convergys by helping them meet their resourcing needs. Our team of experts was able to trouble shoot, analyze, reassess, and develop a winning strategy to enhance and accelerate the ongoing implementations.

The end results; improving customer performance and profitability while remaining on time and within budget.

The Benefit

Our Experience – With our senior management team bringing in over 12 plus years of SAP experience we understand our customer's pain points and project challenges. We offer flexible, innovative, and practical solutions that are sustainable long after our team of experts are gone. Our SAP consultants provide continuous knowledge transfer while on project ensuring our customer's internal resources has ease of use of their SAP system. Our SAP Consultants have a minimum of 3 full life cycle SAP implementations and over 85% are SAP certified.

Our Quality – Our sourcing team is required to go through a 10 step quality assurance process with every candidate to insure that our people have the knowledge, experience, and customer-focused attitude that ARK is founded on. Our network of resources is rarely found on any job board and skill sets span across multiple disciplines and industries. We do not adhere to a one size fits all attitude. All our resources are carefully chosen based on our customer's needs and requirements.

Our pricing options – We cost-effectively meet our customer's resourcing needs by providing

flexible pricing plans. ARK always works to provide the industry's best at an affordable price. We pride ourselves on being able to maintain quality consulting services that deliver within each customer's unique project budget.

About ARK Solutions, Inc.

ARK Solutions, Inc. is a software consulting firm delivering IT-enabled business change through integrated expertise across multiple disciplines and industries. Our service areas include **SAP Consulting Services** including but not limited to SAP Human Capital Management (HCM), **Technology Support Services** providing expert IT consultants for various project needs, and **Managed Services** for assisting clients in project management, change management, and offshore development. With deep rooted industry experience, verified methodologies, established business process, comprehensive resources, and a proven track record, ARK Solutions, Inc. mobilizes the right people, skill sets and technologies to help clients improve their performance lowering overall deployment costs and achieving meaningful results faster.

To learn more contact us at:

Phone: (703) 502-6999

Email: info@ARKSolutionsInc.com

14161-B Robert Paris Ct.

Chantilly • VA • 20151

www.ARKSolutionsInc.com

People

Process

Technology