

# TRANSFORMING OPERATIONS

## **Cameron Jack, Head of Global Professional Services EMEA November 2017**

Going through an operational transformation is a serious undertaking which can deliver incredible benefits, but it needs the right sort of people around it. And it needs full reflection on what's happening upstream, what's happening downstream, and how you're going to manage that change through because there are a number of pitfalls if you just focus on the technology or if you just focus on certain parts of the operation. It's what happens around it that really delivers the success.

We've got a body of experience putting operations live, transforming operations, and actually want to share that information with clients because we sit in a privileged position doing this sort of work again and again and again.

One of the things we say to clients first off is when you're dealing with Eagle and its parent, you're dealing with a company that eats its own cooking. We're not only offering software hosted software, the data management accounting performance solutions stand alone, but we've got a parent who uses them as well. So, they're investing in the product, they've got experience in the way the clients are using the product, and the way clients are growing the products and service out globally. So, I think it is a very powerful proposition and it's a powerful position for us to be in.

