

How TMF achieved £32M margin improvement using Enate

CASE STUDY | APRIL 2023



TMF
GROUP

Top Case Study Results:

- 22% increase in operational efficiency
- 33% improvement in client satisfaction
- £32M in margin improvement
- 22% reduction in process cycle times

About Enate

Enate helps businesses to run operations smoothly and produce consistent work, on time. Enate's end-to-end platform gives leaders the ability to view, manage and track all work, identify automation opportunities, assign tasks to the right resource and become more efficient.

About TMF

TMF Group is a global business offering accounting, corporate secretarial, HR administrative and capital services to businesses large and small across 50+ countries.

The problem

TMF were receiving lots of end-customer requests through various channels such as email, self-service and call centre tickets. This was making it difficult to see the full picture and work efficiently. When work requests are scattered across various pockets, there is the potential for crossed wires, wasted time and it creates a general margin for error. TMF came to us after hearing they could house all of these work processes under one roof and track and manage all tasks using the Enate platform.

In addition, TMF also wanted to manage their hybrid workforce more efficiently by introducing UIPath RPA bots to automate dull, repetitive tasks and allow employees to take on more challenging work.

How TMF solved this using Enate

Enate's end-to-end platform allows users to communicate and work through one simple platform. As everything lives in one place, it becomes much easier to view, manage and track the status of tasks, identify problems and produce consistent work, on time.

We consolidated TMF service requests and logged them onto the platform so that everyone was working from one single source of truth. We wrapped around TMF's existing stack and integrated with their customer platform, TMF KRAIOS as well as RPA automation software.

These steps gave TMF complete visibility over all their operations, it enabled their employees to log tickets and fetch information from one single platform, and it allowed the business to work smarter, faster and more efficiently.

“Having orchestration implemented across our departments can be likened to having x-ray vision into your operations. Such vision helps leaders like myself to identify ‘broken or displaced bones’ within their operations and create action plans to start the healing process.”

Felipe Araya, Global Head of Operations at TMF

What TMF say



Implementing Enate has given me full visibility and control of my operations. Even when travelling, I'm able to access the platform, identify potential client risks and request internal action. By the time I land in another country, the risk is mitigated, and any issues are resolved. The problem of 'not knowing' the status of work has become a thing of the past.

Felipe Araya,
Global Head of Operations at TMF

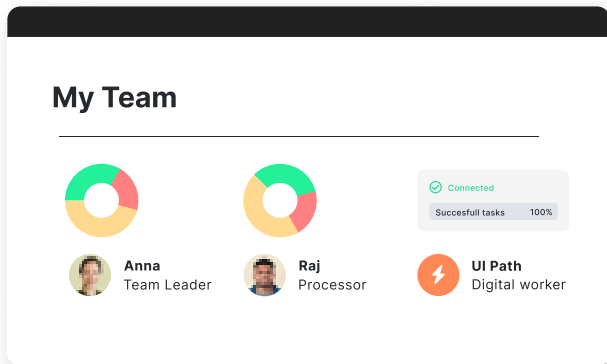


We've gotten to a point where I can see exactly what is happening across our entire organisation at any time. This level of visibility is incredibly powerful and it is delivering some incredible results.

Russell Sheldon,
Chief Operations & Technology Worker at TMF



Solve your operational problems



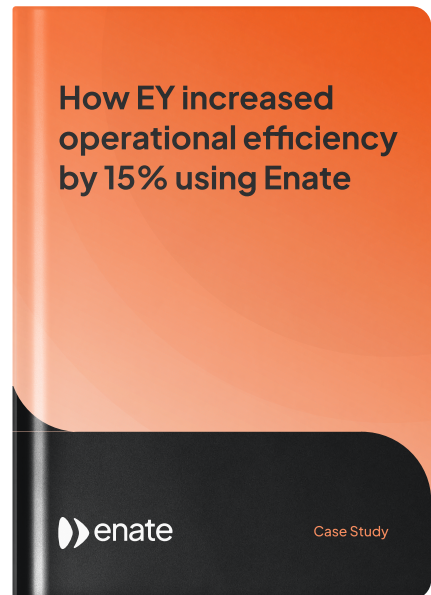
Discover how you can make operations run smoothly and maximize efficiency using Enate's end-to-end orchestration platform.

[Book a demo →](#)

Discover how EY increased operational efficiency by

15% in 6 months

[Read more →](#)



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sales@enate.io

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