Modernizing Quote-to-Cash with RCA Implementation

Industry: High Tech **Segment:** Enterprise **Revenue:** $1.8 Billion **Employees:** 3,400

First Chair partnered to support a leading fin-serv software company specializing in analytics and digital decisioning technologies to modernize their quote-to-cash processes. The initiative spanned the Americas, Europe, the Middle East, Africa, and Asia Pacific.

CHALLENGES

- **Legacy Oracle CPQ platform** that was costly and complex to maintain due to accumulated technical debt and extensive customizations.
- **Inability to support modern** consumption-based pricing models.
- **Inefficient seller experience** resulting in non-optimal productivity.
- **Manual renewal processes,** limiting scalability and speed.

SERVICES PROVIDED BY FIRST CHAIR

- Supported the **RCA design**, including phasing strategy, solution design, and rollout planning
- Provided critical configuration, development, unit testing, and business analysis support for the project
- **Project is approaching phase 1 go live in the next week**

SOLUTIONS

FUTURE OUTCOMES

- Deliver **$500K–$600K in Salesforce RCA Total Contract Value** (TCV).
- Provide a **modernized, intuitive user experience**.
- Achieve a **40% reduction in manual/redundant entry** throughout the quoting process.
- Enable **new usage-based pricing models** to drive revenue growth.
- Enhance **forecasting and reporting capabilities** for greater business insight.
- Improve **customer intelligence** to strengthen upsell and cross-sell opportunities.
- Fully **deprecate and replace Oracle CPQ**.