



Client: Southern County Government

The County Office had previously implemented SAP Finance and CRM applications but after the Go-Live period, they recognized that additional system functionality was essential. Digitek resources were brought in to assess the current system configuration and provide suggestions on functional improvements and deliver the configuration for those elements. The work included Configuring AR application and suggest custom design solutions to resolve process gaps; processes include Dunning, Bank Lockbox, complex reporting design, workflow authorizations and additional standard functionality omitted in initial implementation. custom features were analyzed to resolve issues and process gaps i.e. customer set-up workflow, PIN authorization, property tax search functionality, payment plan authorization workflow, transaction launcher between CRM and ECC.

Technology: SAP Finance and CRM